

Veteran Health Identification Card (VHIC 4.23)

User Guide



Volume 1 - Card Request – All Users

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1. Introduction

1.1. Purpose

The purpose of this User Guide is to provide general system information, as well as accessibility and user roles with the VHIC application. This User Guide will provide a detailed walkthrough of creating a Veteran Health Identification Card request using the VHIC application. This User Guide will also provide the detailed steps on how VHIC Administrators can deactivate all of the VHICs associated to a selected Veteran.

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into four sections to allow you to obtain quickly the information you need.

The first section will provide an overview of what a VHIC is and what the eligibility requirements are, and the various user roles and their accessibility within the VHIC application.

In order to be able to receive a VHIC, a Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits
- Be enrolled in the VA Healthcare system
- Be Level 2 proofed at a VA medical facility
- Veteran identity must be recognized in the Master Veteran Index (MVI), which is managed by the Identity and Access Management (IAM) of the VA



NOTE: The level 2 proofing process is a method to verify the identity of Veterans. VA requires Veterans to provide approved identification documents to access Personal Identifiable Information (PII), Personal Health Information (PHI) and request a Veterans Health Identification Card (VHIC).

The second and third sections will walk the user through the steps needed to access the VHIC application, as well as some general guidelines on using the VHIC application.

The fourth section will give the user step-by-step details of how to complete the Identity Proofing process before starting a card request for a Veteran. The VHIC user must verify the Veteran's Identity Proofing Level is at Level 2 in the Identity Management Toolkit.

The fifth section explains the process involved with creating a VHIC for a Veteran. A step-by-step process will navigate the VHIC Associate through the screens in the VHIC application. Once all of the required information has been provided, the final step in the process will allow a VHIC request to be submitted for processing.

Each day, these card requests are transmitted from the VHIC system to a vendor to print and mail the cards to the Veterans, the preferred facility, or the requesting facility. Typically, the cards are received in 7-10 business days from date of request. To ensure the VHIC is received at the appropriate address, the VHIC Associate must verify that the correct address is used, and the Print Vendor verifies that the address is valid. If the U.S. Postal Service cannot deliver the card, it is returned to the requesting facility.

The sixth section covers how to request card deactivation all of the VHICs for a specific Veteran.

The seventh section will provide information on the different reports available to VHIC Associates and the types of metrics that can be obtained.

The last section covers some troubleshooting issues and solutions that will help the VHIC user to better able to support the Veteran and ensure that the VHIC requests are processed properly.

1.2.2. Assumptions

This guide has been written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- User has been provided the appropriate active roles required for the VHIC application.
- User is using *Google Chrome* or *Microsoft Edge* to do their job of either Creating a VHIC Card Request, Running Reports, or Managing VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed

and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.3.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.4. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

- Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

Table 1: Documentation Symbols and Descriptions

Symbol	Description
	NOTE: Used to inform the reader of general information including references to additional reading material

- Descriptive text is presented in a proportional font (as represented by this font).
- “Screenshots” of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

1.3. REDACTED and Organizational Contacts

The support contact information documented herein is intended to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that the best possible levels of service quality and availability are maintained.

The following table lists the contact information needed by site users for troubleshooting purposes. Support contacts are listed by description of the incident escalation and contact information (phone number and options to select).

Table 2: REDACTED Contact Information

Issue	Contact Info
For Provisioning Issues	Contact the REDACTED at REDACTED, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.
For Proofing Issues	Contact the REDACTED at REDACTED, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
For All Other VHIC System Issues	Contact the REDACTED at REDACTED, option 3 (Applications), then option 1 When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

2. Veteran Health Identification Card – What is it?

The VHIC serves as an identification mechanism for Veterans that are enrolled in the VA Healthcare system and supports efficiencies at VA medical facilities throughout the United States. Although not required by Veterans to receive medical care at a VA facility, it does enable Veterans to check in for VA appointments more quickly. The VHIC system is a web-based application that VHIC Associates use to issue VHICs to enrolled Veterans.



Figure 2:1: Example of what the VHIC looks like

2.1. Accessing the VHIC Application

VHIC is a web-based application that users will access via a web browser. The recommended browser is *Google Chrome or Microsoft Edge* (currently version 11). The VHIC URL is REDACTED and is case sensitive – it must be entered exactly as shown. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: REDACTED.

The best time to bookmark the site is after the user is in the application itself rather than attempting to bookmark the Login screen.

2.2. Browser

Once users are logged into their VA desktop, they will access VHIC using *Google Chrome or Microsoft Edge* by either entering the URL listed above or via the bookmark saved during an earlier session. Please do **NOT** use the *Refresh* button at the top of your browser window if you mistype the VHIC URL. The *Refresh* button will redirect you to the VA website. Please re-enter the VHIC URL and try again.

2.2.1. Browser Incompatibility Issue

In some instances, users may experience image misplacement or misalignment. This is most likely due to the current browser compatibility settings. You will want to ensure that the browser is not set to Compatibility View. This process is explained in the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.

2.3. Proper Navigation of the VHIC Application

The correct way to navigate through the VHIC application is to use the **[Back]** and **[Next]** buttons that are located at the bottom of each screen instead of using the Browser's built in Back button. Please do **NOT** use the **[Back]** button at the top of your browser window to navigate back to a previous screen; this will cause errors to occur.



Figure 2:2: VHIC Navigation Buttons

The VHIC user can also navigate to the different features within the VHIC application by clicking on one of the navigation links located in the header near the top left of the screen. The user's assigned role will determine which links are available as seen below. To see the full home screens for each user role, refer to the [3.2 System Menu section](#).



Figure 2:3: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu



Figure 2:4: VHIC Associate and VHIC Supervisor menu



Figure 2:5: VHIC Auditor and VHIC Read-Only User menu

2.4. Roles within VHIC

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The following breaks down the specific roles and the areas of access that accompany each role.

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor. The VHIC Supervisor should then verify that the proper role has been assigned.

2.4.1. VHIC Associate

The VHIC Associate role shall be assigned to individuals responsible for processing a card request and resolving card request issues. Associates have the ability to create a card request and have access to a limited number of reports.

2.4.2. VHIC Supervisor

The VHIC Supervisor shall automatically inherit all access and privileges given to the VHIC Associate. The VHIC Supervisor role is allowed to submit a request for user access to the VHIC application. VHIC Supervisors have the ability to create a card request and have access to most available reports (excluding national versions).

2.4.3. VHIC Administrator

The VHIC Administrator role is reserved for the VHIC Business (HEC) team members responsible for the creation and maintenance of all other VHIC accounts/roles. The VHIC

Administrator shall automatically inherit privileges given to the VHIC Supervisor. Administrators have the ability to create a card request, manage cards, and have access to all available reports.

2.4.4. VHIC Technical Administrator (Tier 3)

The VHIC Technical Administrator (Tier 3) automatically inherits all access and privileges given to the VHIC Administrator. Technical Administrators (Tier 3) have the ability to create a card request and have access to all available reports as well as access to the Administration page.

2.4.5. VHIC Auditor

The VHIC Auditor role shall be assigned to users with read-only access to the VHIC System. The VHIC Auditor does not have the ability to create a card request but does have access to all available reports.

2.4.6. VHIC Read-Only User

The VHIC Read-Only User role shall be assigned to users with read-only access to the VHIC System. The VHIC Read-Only user does not have the ability to create a card request but does have access to a limited number of reports.

2.4.7. VHIC Card Replacement Enrollment Services Users

The VHIC Card Replacement User role shall be assigned to Enrollment System (ES) users with limited access to the VHIC System. The VHIC Card Replacement user does not have the ability to create a new card request but does have access to the Card Replacement functionality.

Detailed information on VHIC Roles and Access levels can be found in the **Veteran Health Identification Card (VHIC) Roles and Access Guide** document.

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

Once users are logged into their VA desktop, they will access VHIC using *Google Chrome* or *Microsoft Edge* (IE) by either entering the URL listed above or via the bookmark saved during an earlier session.

Users will be presented with the Single Sign On – internal (SSOi) login screen (*shown below*).

Here the VHIC user will need to use their PIV card to log into the VHIC application.

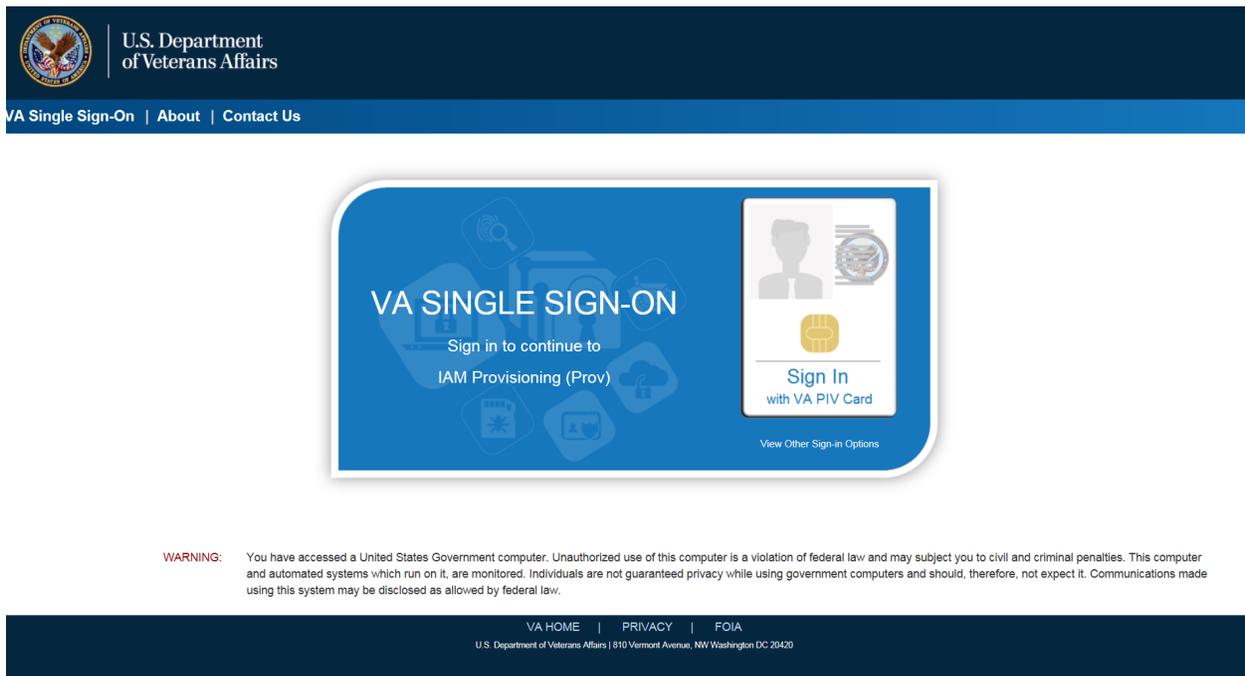


Figure 3-1: SSOi Login Screen

3.2. Logging On

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below. For more information on the areas of access that accompanies each role, please refer to **VHIC Roles and Access** document.

3.3. System Menu

Depending on the VHIC users' role, they will be presented different Home screens upon logging into the VHIC application.



NOTE: Some features of the VHIC application will not function correctly in IE. You will need to copy the URL link and open in Chrome or Edge.

3.3.1. VHIC Administrator and Technical Administrator Tier 3

The VHIC Administrator and VHIC Technical Administrator Tier 3 users will be presented with three menu options: **Card Request**, **Reports** and **Card Management**. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.



Figure 3:2: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen

3.3.2. VHIC Associate and Supervisor

The VHIC Associate and VHIC Supervisor users will be presented with two menu options: Card Request and Reports. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.



Figure 3:3: VHC Associate and VHC Supervisor Home screen

3.3.3. VHC Auditor and Read-Only User

The VHC Auditor and VHC Read-Only users will be presented with the Reports menu option. They can navigate to Reports by clicking on the icon button in the middle of the screen.



Figure 3:4: VHC Auditor and VHC Read-Only User Home screen

3.4. VHIC System Status Banner

The VHIC System will display a Status Banner at the top of the screen to notify users of reported issues with the system and/or during maintenance activities that do not require downtime such as high volume or preferred browser reminder.

REDACTED

Figure 3:5: VHIC System Status Banner

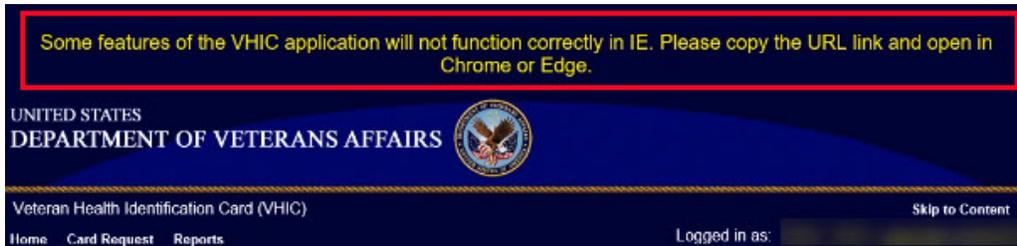


Figure 3:6: VHIC Preferred Browser Reminder

3.5. Changing User ID and Password

If you have any questions or need help with your User ID or your Password; Contact the REDACTED at REDACTED, option 1 (Account or Password Reset), then option 1.

4. Proofing Veteran before Requesting a VHIC Card

4.1. Accessing the Identity Management Toolkit

4.1.1. Accessing the Identity Management Toolkit Directly

The VHIC user will need to go to the Identity Management Toolkit application to look up the Veteran and verify their proofing level and if needed complete the proofing process. The Identity Management Toolkit can be accessed by using the URL in the next section entitled “SSOi.”

4.1.1.1. SSOi

SSOi: REDACTED

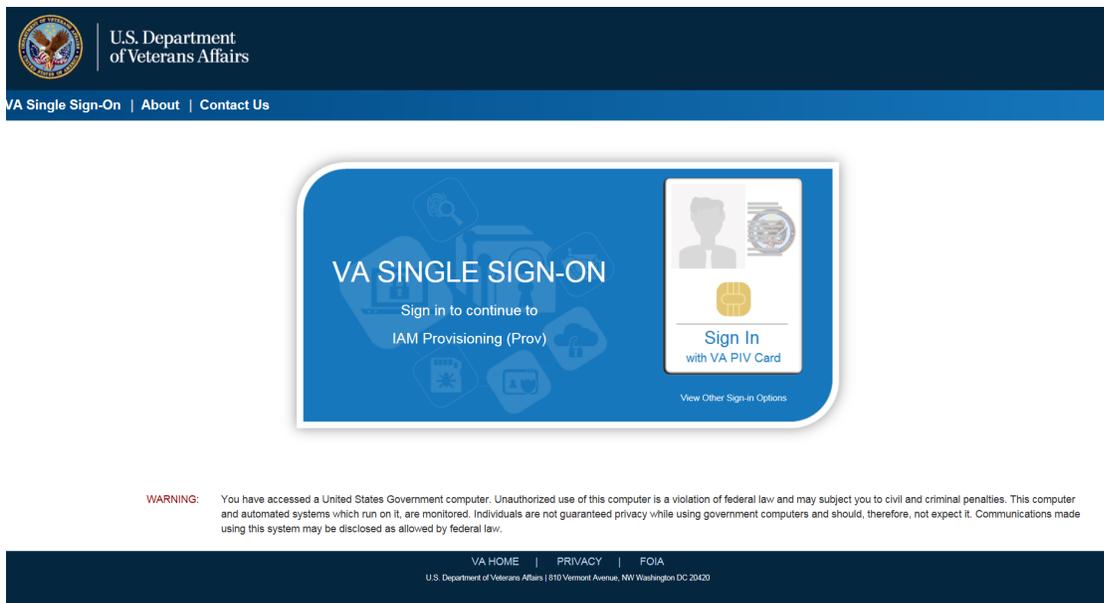


Figure 4:1: Identity Management Toolkit SSOi Logon Screen

The URLs are case sensitive – they must be entered exactly as shown. After successfully logging into the Identity Management Toolkit application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: REDACTED

The best time to bookmark the site is after the user is in the application itself rather than attempting to bookmark the Login screen.

4.1.2. Accessing Identity Management Toolkit from within the VHIC Application

4.1.2.1. Step 1 of the VHIC Application

When the VHIC user starts the Card Request process, they will see a message on Step 1: Enter Search Terms. **“IMPORTANT: Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open Identity Management Toolkit in another window)”**

The VHIC user can click on the blue words “Identity Management Toolkit” which is a hyperlink that will take the user to the Identity Management Toolkit application.

Veteran Health Identification Card (VHIC) Skip to Content
 Home Card Request Reports Card Management Logged in as:

Step 1
Enter Search Terms
Step 2
Select Veteran
Step 3
Capture Veteran Image
Step 4
Select Mailing Address
Step 5
Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
 (Click here to open [Identity Management Toolkit](#) in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name Last Name <input type="text"/> First Name <input type="text"/> Middle Name <input type="text"/>	Person Date of Birth <input type="text"/> (DOB format: YYYYMMDD) Gender <input type="text" value="v"/> Home Phone <input type="text"/>
Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Identification SSN <input type="text"/> (format: #####-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/>

Figure 4:2: Step 1: Enter Search Terms with Identity Management Toolkit hyperlink

i **NOTE:** Should the search result in a deceased Veteran, a message will show at the top of the screen.

Picture	Full Name	SSN	DOB	DOD	Gender
	ONE VAPATIENT	XXX-XX-0067	10/10/1958	11/16/2019	MALE

Figure 4:3. Deceased Veteran Search Results

i **NOTE:** If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen in Figure 4:4. Full Name Including Preferred Name.

Picture	Full Name	SSN	DOB	DOD	Gender
	VGTESTONE T TESTTHIRTEEN (THIRTEEN)	XXX-XX-0092	8/8/1950		FEMALE

Figure 4:4. Full Name Including Preferred Name

4.1.2.2. Step 5 of the VHIC Application

The VHIC user will also see a message at the bottom of the Step 5: Save Card Request AFTER a card request has been saved on hold due to *Veteran Not Proofed*.

IMPORTANT: This Veteran still needs to have their Identity Proofing completed.

Follow the steps below:

1. Copy the Veteran's ICN above and click here to open the Identity Management Toolkit in another window.
2. Complete Proofing for the Veteran in Identity Management Toolkit.
3. Enter the Veteran's ICN on Step 1 of the VHIC Card Request Process.
4. Complete card request process and submit.

The VHIC user can click on the blue words “Identity Management Toolkit” which is a hyperlink that will take the user to the Identity Management Toolkit application.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

Veteran Card Details

Service Connected N Card Number 6855
 Medal of Honor N Member ID
 Purple Heart N ICN 1012894961V780816
 Prisoner of War N Plan ID 7346-243-588
 VISN 7
 Facility 508
 Date of Birth 10/10/1951
 Expiration Date

VA U.S. Department of Veterans Affairs Veteran Image
 Name as it will appear on card:
 ONE VAPATIENT

Address card will be mailed to:
 ATLANTA VAMC
 1670 CLAIRMONT RD
 DECATUR, GA 30033 USA

Card Status Saved On Hold
Card Request Date 07/05/2017

Replacement Reason:
 Not a replacement card

Veteran Declines Branch of Service Logo

Reason for Hold:
 Veteran not proofed

IMPORTANT: This Veteran still needs to have their Identity Proofing completed.
 Follow the steps below:

1. Copy the Veteran's ICN above and click here to open the [Identity Management Toolkit](#) in another window.
2. Complete Proofing for the Veteran in Identity Management ToolKit.
3. Enter Veteran's ICN on Step 1 of the VHIC Card Request Process.
4. Complete card request process and submit.

Figure 4:5: Step 5 - Save Card Request with Identity Management Toolkit hyperlink

4.1.3. Logging out of Identity Management Toolkit

To Log Off:

5. Click **Log off** in the menu bar. You can log off from most of the pages except the logon screen. Logoff is also available from the Navigation Bars.



Figure 4:6: Log Off link located in the menu bar

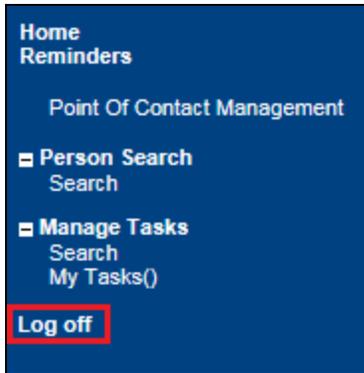


Figure 4:7: Log Off link located in the Navigation pane

6. IdM TK has a built-in idle feature. After 60 minutes of inactivity, the idle warning message is displayed as seen in *Figure 4:8: Identity Management Toolkit Idle message*. Enter your password and click **Submit**. After you log back on, you are returned to the screen you were previously working on. If you do not have a password, exit the browser and log in through VHIC link/SSOi again.

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Figure 4:8: Identity Management Toolkit Idle message

4.2. Proofing Process and Steps

This section will give the VHIC user the step-by-step details of the proofing process in the Identity Management Toolkit.

4.2.1. Looking up the Veteran

When you first log into the **Identity Management Toolkit** application, you will be able to search for the Veteran by either entering the *Veteran's ICN* or their *Identity traits* in the **Quick Search** section. You can also click on the **[Search]** link on the left side of the screen to be taken to the full identity traits search page to enter more traits as needed.

The screenshot shows the Identity Management Toolkit interface. The top navigation bar includes the VA logo, the title 'Identity Management Toolkit', and the date 'Wednesday November 18th, 2020'. The left sidebar contains a navigation menu with items like 'Reminders', 'Point Of Contact Management', 'Person Search', 'Manage Tasks', 'Manage Requests', and 'Tools'. The main content area is divided into sections for 'My Tasks [2]', 'My Requests [4]', and 'My Facility Requests [4]'. Each section contains a table with columns for task/request details. Below these tables are search sections for 'Quick Search' and 'Request Search'.

Task #	Date Reported	Task Type	ICN	Correlation	SSN	DOB	Name	Priority
769090404	06/02/2020 17:05	PERSON VERIFICATION	1012991007V024338		666-11-1118	01/06/1973	MPIPATIENT, FIVE TWO	
769123124	06/03/2020 13:24	PERSON VERIFICATION	1013045084V264497		666-11-1134	06/04/1987	MPIPATIENT, NINE MIDDLE	

Request #	Date Reported	Request Type	Status	Caseworker	Submitter	Request Site	ICN	Name	Priority
769079604	06/02/2020 16:55	INTER-FACILITY CONSULT	SUBMITTED			POC 508-ATLANTA VAMC	1013020502V889304	MPIPATIENT, MRS FOUR MIDDLE	HIGH
769124976	06/03/2020 13:25	POTENTIAL FRAUD	SUBMITTED			POC 508-ATLANTA VAMC	1013020501V903479	MPIPATIENT, MISS THREE MIDDLE	
769141992	06/03/2020 16:43	IDENTITY TRAIT EDIT	SUBMITTED			POC 508-ATLANTA VAMC	1013045250V529927	MPIPATIENT, SIXA MIDDLE JR	
1005287293	11/17/2020 17:00	PERSON VERIFICATION APPROVAL	SUBMITTED			POC 200IP-IDENTITY PROOFING	1012991246V016834	MPIPATIENT, TWELVE MIDDLE	

Figure 4:9: Identity Management Toolkit Search Screen

4.2.1.1. Quick Search

4.2.1.1.1. Quick Search with Identity Traits

Enter the Identity Traits for the Veteran that you want to start an Identity Proofing for. Once you have entered the traits and click the **[Search]** button.

My Tasks [2]

Task #	Date Reported	Task Type	ICN	Correlation	SSN	DOB	Name	Priority
769090404	06/02/2020 17:05	PERSON VERIFICATION	1012991007V024338		666-11-1118	01/06/1973	MPIPATIENT, FIVE TWO	
769123124	06/03/2020 13:24	PERSON VERIFICATION	1013045084V264497		666-11-1134	06/04/1987	MPIPATIENT, NINE MIDDLE	

My Requests [4] My Facility Requests [4]

Request #	Date Reported	Request Type	Status	Caseworker	Submitter	Request Site	ICN	Name	Priority
769079604	06/02/2020 16:55	INTER-FACILITY CONSULT	SUBMITTED			POC 508-ATLANTA VAMC	1013020502V889304	MPIPATIENT, MRS FOUR MIDDLE	HIGH
769124976	06/03/2020 13:25	POTENTIAL FRAUD	SUBMITTED			POC 508-ATLANTA VAMC	1013020501V903479	MPIPATIENT, MISS THREE MIDDLE	
769141992	06/03/2020 16:43	IDENTITY TRAIT EDIT	SUBMITTED			POC 508-ATLANTA VAMC	1013045250V529927	MPIPATIENT, SIX MIDDLE JR	
1005267293	11/17/2020 17:00	PERSON VERIFICATION APPROVAL	SUBMITTED			POC 200IP-IDENTITY PROOFING	1012991246V016834	MPIPATIENT, TWELVE MIDDLE	

Quick Search -

ICN: GO

TRAITS: Last: MPIPATIENT First: ELEVEN DOB: SSN: 666111136 Search

Request Search

ICN:

REQUEST NUMBER:

Search

Figure 4:10: Identity Management Toolkit Quick Search with Traits

MVI requires at least two additional traits other than middle name for a valid search and will take you the *Primary View* screen for the Veteran located. More details will be provided in the section entitled Primary View.

Identity Management Toolkit Wednesday November 18th, 2020 Help Log off

MPPIPATIENT, DR ELEVEN MIDDLE
666111136
FEMALE
08/22/1989

Reminders
Point Of Contact Management
Person Search
Search
Last Person Search (1)
ICN: 101304521V172196
Primary View
Tasks(4)/Requests(4)
Correlations(4)
Manage Tasks
Search
My Tasks(0)
Manage Requests
Search
My Requests(0)
Create Request
Request Type Management
Tools
Remote Data
Log off

Primary View Tasks(4)/Requests(4) Correlations(4) Print

ICN 101304521V172196 ID STATE: PERMANENT
Name MPIPATIENT, DR ELEVEN MIDDLE
SSN 666-11-1136 SSN Verification Status: VERIFIED

Level of Assurance: **1**

PRIMARY VIEW DATA - Updated: NOV 17, 2020@17:27:38

Field Name	Value	Authority Score
ICN	101304521V172196	
ID State	PERMANENT	
Last Name	MPIPATIENT	
First Name	ELEVEN	
Middle Name	MIDDLE	
Prefix	DR	0
Suffix		
Preferred Name		
SSN	666-11-1136 - VERIFIED	500
DOB	08/22/1989	
MBI		
Birth Sex	FEMALE	
Date of Death		
[-] Source of Notification		
[-] Notification Provider		

Figure 4:11: Identity Management Toolkit Quick Search - MVI Search Results

4.2.1.1.2. Quick Search with ICN

Enter the *Veteran's ICN* in the *ICN* field then click the **[GO]** button. This will take you the *Primary View* screen for the selected Veteran as shown in the section entitled Primary View.

The screenshot displays the Identity Management Toolkit interface. At the top, there are two tables: 'My Tasks [2]' and 'My Requests [4]'. Below these is a 'Quick Search' section with a red arrow pointing to the 'GO' button. The 'Quick Search' section includes an 'ICN' field with the value '1013045217V172196' and a 'GO' button. Below this are fields for 'TRAITS: Last', 'First', 'DOB', and 'SSN', along with a 'Search' button. At the bottom, there is a 'Request Search' section with 'ICN' and 'REQUEST NUMBER' fields and a 'Search' button.

Task #	Date Reported	Task Type	ICN	Correlation	SSN	DOB	Name	Priority
769090404	08/02/2020 17:05	PERSON VERIFICATION	1012991007V024338		666-11-1118	01/06/1973	MPIPATIENT, FIVE TWO	
769123124	08/03/2020 13:24	PERSON VERIFICATION	1013045084V264497		666-11-1134	06/04/1987	MPIPATIENT, NINE MIDDLE	

Request #	Date Reported	Request Type	Status	Caseworker	Submitter	Request Site	ICN	Name	Priority
769079604	08/02/2020 18:55	INTER-FACILITY CONSULT	SUBMITTED			508-ATLANTA VAMC	1013020502V889304	MPIPATIENT, MRS FOUR MIDDLE	HIGH
769124976	08/03/2020 13:25	POTENTIAL FRAUD	SUBMITTED			508-ATLANTA VAMC	1013020501V903479	MPIPATIENT, MISS THREE MIDDLE	
769141992	08/03/2020 18:43	IDENTITY TRAIT EDIT	SUBMITTED			508-ATLANTA VAMC	1013045250V529927	MPIPATIENT, SIX MIDDLE JR	
1005287293	11/17/2020 17:00	PERSON VERIFICATION APPROVAL	SUBMITTED			200IP-IDENTITY PROOFING	1012991246V016834	MPIPATIENT, TWELVE MIDDLE	

Figure 4:12: Identity Management Toolkit Quick Search with ICN

4.2.1.2. Person Search

When you are on the *Home* screen of the Identity Management Toolkit and you want to be able to enter more identity traits to search for the Veteran, click on the **Search** link on the left side of the screen.

The screenshot shows the Identity Management Toolkit Home screen. On the left is a sidebar menu with the following items: 'Reminders', 'Point Of Contact Management', 'Person Search', 'Search', 'Manage Tasks', 'Search', 'My Tasks()', and 'Manage Requests'. A red arrow points to the 'Search' link under 'Person Search'. The main content area shows a 'My Tasks [2]' table with two rows of task information.

Task #	Date Reported	Task Type
769090404	08/02/2020 17:05	PERSON VERIFIC.
769123124	08/03/2020 13:24	PERSON VERIFIC.

Figure 4:13: Identity Management Toolkit Search Screen; Click Search

This will take you to the *Search For Person* screen. On this screen you can either enter only the *Veteran's ICN* and click the **[Search]** button, or enter as many of the *Veteran's Identity Traits* that you need in order to find the Veteran record that you are looking for and click the **[Search]** button.

If you are using a criteria-based search, the Last name plus two other fields (not including Middle Name) are required.

The screenshot shows the 'Search For Person' interface with the following fields and options:

- IEN/Station Number:** A dropdown menu followed by a 'GO' button.
- ICN:** A text input field.
- SSN:** A text input field.
- Last Name:** A text input field.
- First Name:** A text input field.
- Middle Name:** A text input field.
- Date of Birth:** Three dropdown menus for Month, Day, and Year, with a calendar icon next to the Year field.
- Birth Sex:** A dropdown menu.
- Mother's Maiden Name:** A text input field.
- POB City:** A text input field.
- POB State:** A dropdown menu.
- Street Address:** Three stacked text input fields labeled Line 1, Line 2, and Line 3.
- City:** A text input field.
- State:** A dropdown menu.
- Zip Code:** A text input field.
- Phone:** A text input field.
- Buttons:** Search, Clear, and Cancel buttons at the bottom.

* At least one of these fields is required. For criteria-based searches, Last Name plus two other fields (not including Middle Name) are required. Providing additional traits will improve your search results.

Figure 4:14: Identity Management Toolkit Search For Person screen

Once you have entered the search criteria for the Veteran you are looking for, click the **[Search]** button. This will take you the *Primary View* screen for the selected Veteran as shown below in section the section entitled Primary View.

This screenshot shows the same 'Search For Person' interface, but with the following search criteria entered:

- ICN:** 1013045217V172196
- SSN:** 666111136
- Last Name:** MPIPATIENT
- First Name:** ELEVEN
- Middle Name:** MIDDLE

A red arrow points to the **Search** button at the bottom of the form.

* At least one of these fields is required. For criteria-based searches, Last Name plus two other fields (not including Middle Name) are required. Providing additional traits will improve your search results.

Figure 4:15: Identity Management Toolkit Search For Person screen; Click Search

4.2.2. Primary View

Once you have looked up the Veteran that you are searching for, you will be taken to the **Primary View Data** screen. Verify the *SSN Verification Status* and that the traits displayed in the *Primary View Data* section is correct and take note of the *Level of Assurance*.

Primary View
Tasks(0)/Requests(#)
Correlations(#)
Print

★ ICN 1012665442V625414 ID STATE: PERMANENT

Name MIPATIENT, ONE T

SSN 666-71-5154 SSN Verification Status: VERIFIED

Level of Assurance:

1

PRIMARY VIEW DATA - Updated: MAR 30, 2022@15:59:51

Field Name	Value	Authority Score
ICN	1012665442V625414	
ID State	PERMANENT	
Test Record Indicator	()	
Last Name	MIPATIENT	775
First Name	ONE	774
Middle Name	T	774
Suffix		
Preferred Name		
SSN	666-71-5154	774
DOB	04/26/1904	774
MBI		
Birth Sex	FEMALE	774
Administrative Sex		
Date of Death	01/19/2013	
-- Source of Notification		
-- Notification Provider		
-- Supporting Document		
-- Date Last Updated		
-- Entered By		
-- Edited By		
-- Status		
MMN		
DoD TIN		
IRS ITIN		
FIN		
File/Claim Number		
POB City		
POB State		
POB Province		
POB Country	UNITED STATES	
ID Interoperability Type		
Person Type	PATIENT	
Home Phone		
Work Phone		
Cell Phone		
Email		
VA Email		
ID Theft		
Self Identified Gender Identity		
Sexual Orientation Description		
Pronoun	• SHE/HER/HERS	
Pronoun Description		

Sexual Orientation Data

Value	Status	Created Date	Updated Date
No Sexual Orientation records			

Address Data

	Residential	Work	Correspondence
Address Line 1	123 SESAME STREET		
Address Line 2			
Address Line 3			
City	VA		
State	MANASSAS		
Zip Code	22470		
Province			
Country	USA		
Postal Code			

Alias

Name	SSN
MIPATIENT, ONE MIDDLE	
MIPATIENT, O MIDDLE	

ICN Creation Data

Entered By:	VMAC USER
Date Entered:	FEB 27, 2013@10:21:51
Facility of Original Creation:	NORTH CHICAGO VAMC

Refresh View

Figure 4:16: Identity Management Toolkit Primary View Screen

4.2.3. If Level of Assurance is Level 1 – Complete Proofing

If the traits in the *Primary View* are correct and the *Level of Assurance* is displayed as **Level 1**,

click on the  or on the **Tasks/Requests** tab at the top of the screen to complete the proofing process. Pay attention to the SSN Verification Status, it will be handled slightly differently if the SSN Verification Status for the Veteran is not “Verified”. The person verification will not be completed without HC IdM approval. See [4.2.3.1 Process for Veteran with unverified SSN](#) for the details.



NOTE: You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be updated, see your MVI POC and do not open a Proofing task. If the address needs to be updated, see the Enrollment System POC and do not open a Proofing task.

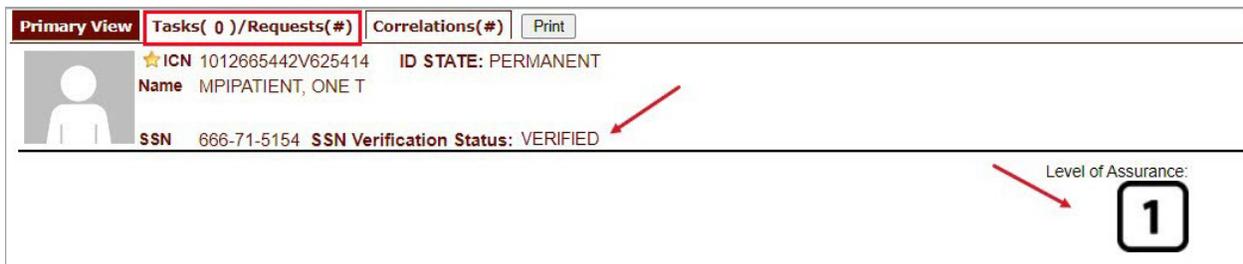


Figure 4:17: Tasks/Requests tab highlighted

Once you are on the Tasks/Requests screen, click on the **Proofing Tab** button.

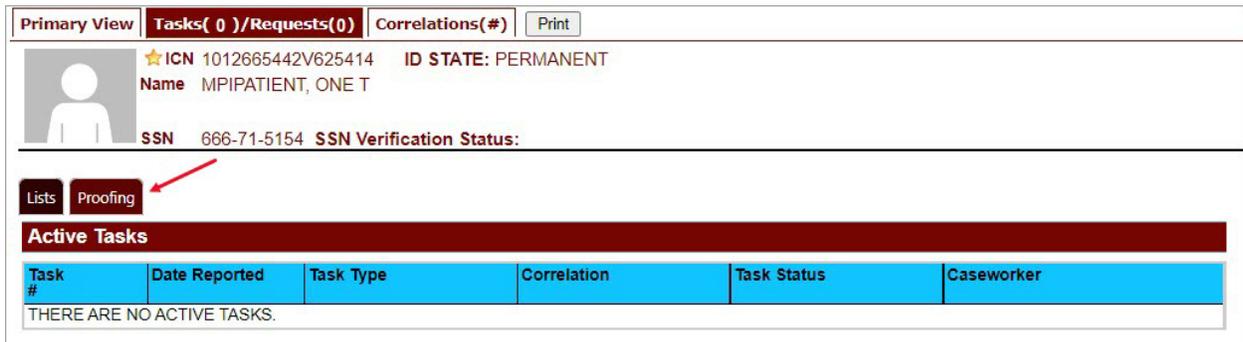


Figure 4:18: Tasks/Requests screen; click Proofing Tab

With the Proofing Tab selected, you will be able to see a list of all Verification Tasks (if any) and a list of Active Tasks for the selected ICN. In order to create a new Proofing Task, select the New Proofing Task button.

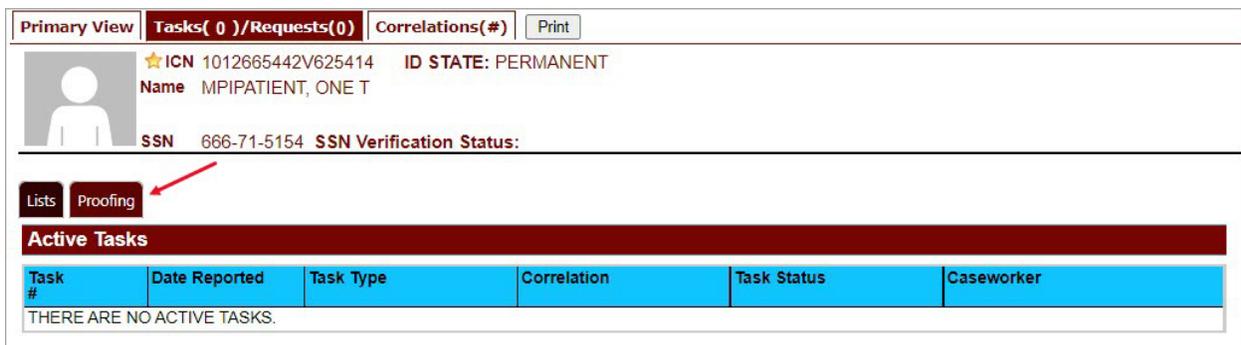


Figure 4:19: New Proofing Task Button Selected

The system will inform you that legal documentation is required to complete the task and must be attached if identity trait changes are made.

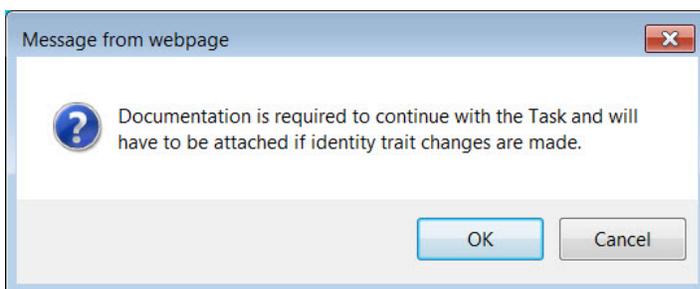


Figure 4:20: Identification Confirmation Message

Selecting “OK” creates a **Person Verification Task** and takes you to the **Task Details** screen. Now click on the **Person Verification** tab at the top of the screen in order to work the **Task**.



Figure 4:21: Task Details screen; Click Person Verification

When you get to the **Person Verification** screen, you will see the Veteran’s information from the Primary View screen populated under **MVI Value** column. Notice that there are multiple

tabs on the **Person Verification** screen. You will need to walk through and complete each tab in order to complete the **Person Verification** process.



NOTE: If any changes need to be made to the Veteran’s Identity Information, those changes will need to be updated before the proofing process can be completed.

Task Details	Resolved Tasks	Task Notes	Task Audit	Person Verification	Print
★ Task # 1393196655 Priority Task Type 1998 - PERSON VERIFICATION Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Task Lock Owner VAPOC, ONE		Date Reported 12/14/2022 14:28		Task Status ASSIGNED Date Resolved Caseworker VAPOC, ONE Time Spent 0 Days, 0 Hours, 0 Minutes Threshold Score	
ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1012665442V625414 [P]	1012665442V625414*NI*200M*USVHA	MPIPATIENT_ONE T	666-71-5154	04/26/1904	
PRIMARY VIEW DATA - Updated: MAR 30, 2022@15:59:51 Check External Identity Verification Tool					
You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.					
Data Review		Documentation		Approval	
Field Name	MVI Value	Verify	New Value		
ICN	1012665442V625414				
Last Name	MPIPATIENT	<input type="checkbox"/>	<input type="text"/>		
First Name	ONE	<input type="checkbox"/>	<input type="text"/>		
Middle Name	T	<input type="checkbox"/>	<input type="text"/>		
Suffix		<input type="checkbox"/>	<input type="text"/>		
DOB	APRIL 26, 1904	<input type="checkbox"/>	Month	Day	Year
Birth Sex	FEMALE	<input type="checkbox"/>	<input type="text"/>		
SSN	666715154	<input type="checkbox"/>	<input type="text"/>		
SSN Verification Status					
<input type="button" value="Save Draft"/> <input type="button" value="Submit"/>					
• To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.					

Figure 4:22: Identity Management Toolkit Person Verification screen

Next you will need to verify the information in the **MVI Value** column with the information on the documents that were submitted for proof of identity.

Select the check box in the **Verify** column that corresponds to the appropriate trait. The cell in the **Verify** column will turn green to indicate that they have been authenticated. You do not need to select the verification box if there is no value for a trait in the **Primary View** such as the **Suffix** field in the below example. Once the traits are verified, you will have the options to **Submit**, or **Save a Draft** of your work.

Task Details	Resolved Tasks	Task Notes	Task Audit	Person Verification	Print
★ Task # 1393196655			Date Reported 12/14/2022 14:28	Task Status ASSIGNED	
Priority				Date Resolved	
Task Type 1998 - PERSON VERIFICATION				Caseworker VAPOC, ONE	
Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT.				Time Spent 0 Days, 0 Hours, 0 Minutes	
Task Lock Owner VAPOC, ONE				Threshold Score	

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1012665442V625414 [P]	1012665442V625414*NI*200M*USVHA	MPIPATIENT_ONE.T	666-71-5154	04/26/1904	

PRIMARY VIEW DATA - Updated: MAR 30, 2022@15:59:51 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Documentation Approval

Field Name	MVI Value	Verify	New Value
ICN	1012665442V625414		
Last Name	MPIPATIENT	<input checked="" type="checkbox"/>	<input type="text"/>
First Name	ONE	<input checked="" type="checkbox"/>	<input type="text"/>
Middle Name	T	<input checked="" type="checkbox"/>	<input type="text"/>
Suffix		<input checked="" type="checkbox"/>	<input type="text"/>
DOB	APRIL 26, 1904	<input checked="" type="checkbox"/>	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>
Birth Sex	FEMALE	<input checked="" type="checkbox"/>	<input type="text"/>
SSN	666715154	<input checked="" type="checkbox"/>	<input type="text"/>
SSN Verification Status			

Save Draft Submit

• To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.

Figure 4:23: Data Review Tab Trait Verification

Once you click submit, you will be moved to the second tab, **Documentation**. Please note that the **Data Review** tab now contains a green check mark. This indicates that the information has been submitted and that you are ready to move on to the next step in the process. You will not be able to **Submit** or **Save Draft** on the **Documentation** tab until the verification on the **Data Review** tab has been submitted.

PRIMARY VIEW DATA - Updated: MAR 30, 2022@15:59:51 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Documentation Approval

Figure 4:24: Data Verification Indicator

On the Documentation tab you will see the verified **Identity Traits**, a **Verification Document(s) Instruction** section, and a **Verification Document(s)** section.

The **Verification Document(s) Instruction** section lists the documents allowed by the VA for the support of a change, such as Level of Assurance.

Task Details	Resolved Tasks	Task Notes	Task Audit	Person Verification	Print				
★ Task # 1393196655			Date Reported 12/14/2022 14:28	Task Status ASSIGNED					
Priority			Task Type 1998 - PERSON VERIFICATION	Date Resolved					
Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT.			Task Lock Owner VAPOC, ONE	Caseworker VAPOC, ONE					
			Time Spent 0 Days, 0 Hours, 0 Minutes	Threshold Score					
ICN	Source ID	Name	SSN	DOB	Pot Cat Edit				
1012665442V625414 [F]	1012665442V625414*NI^200M^USVHA	MPIPATIENT.ONE.T	666-71-5154	04/26/1904					
PRIMARY VIEW DATA - Updated: MAR 30, 2022@15:59:51 Check External Identity Verification Tool									
You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.									
Data Review	Documentation	Approval							
Field Name	MVI Value	New Value	Verification Document(s) Instructions						
ICN	1012665442V625414	1012665442V625414	Please select one Primary Identification document (State-Issued Driver's License; Passport; Federal, State, or Local Government-issued photo ID with Name and DOB).						
Last Name	MPIPATIENT		Please note the 1010 can only be submitted for corrections such as typos and misspellings but not legal changes. All requests submitted with only the 1010 as documentation will be reviewed by HC IdM for approval.						
First Name	ONE		<table border="1"> <thead> <tr> <th>Changed Field</th> <th>Allowed Documents</th> </tr> </thead> <tbody> <tr> <td>Level of Assurance</td> <td> <ul style="list-style-type: none"> State-Issued Driver's License Passport Federal, State, or Local Government-issued photo ID containing name and DOB 1010 (For Corrections Only) </td> </tr> </tbody> </table>			Changed Field	Allowed Documents	Level of Assurance	<ul style="list-style-type: none"> State-Issued Driver's License Passport Federal, State, or Local Government-issued photo ID containing name and DOB 1010 (For Corrections Only)
Changed Field	Allowed Documents								
Level of Assurance	<ul style="list-style-type: none"> State-Issued Driver's License Passport Federal, State, or Local Government-issued photo ID containing name and DOB 1010 (For Corrections Only) 								
Middle Name	T								
Suffix									
DOB	04/26/1904								
Birth Sex	FEMALE								
SSN	666-71-5154								

Figure 4:25: Verification Document Instruction

Once you have selected the check box indicating the type of **Verification Document** you reviewed, enter the details of those documents in the fields provided. Note the Green Check in the **Allowed Documents** box. This is a system check indicating that this is a valid document type for this action. You may **Save a Draft** at this time or click **Submit** to move forward with the **Identity Proofing**.

Task Details	Resolved Tasks	Task Notes	Task Audit	Person Verification	Print
★ Task # 1393196655			Date Reported 12/14/2022 14:28	Task Status ASSIGNED	
Priority			Date Resolved	Caseworker VAPOC, ONE	
Task Type 1998 - PERSON VERIFICATION			Time Spent 0 Days, 0 Hours, 0 Minutes	Threshold Score	
Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT.					
Task Lock Owner VAPOC, ONE					

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1012665442V625414 [P]	1012665442V625414*NI*200M*USVHA	MPIPATIENT_ONE.T	666-71-5154	04/26/1904	

PRIMARY VIEW DATA - Updated: MAR 30, 2022@15:59:51 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Documentation Approval

Field Name	MVI Value	New Value
ICN	1012665442V625414	1012665442V625414
Last Name	MPIPATIENT	
First Name	ONE	
Middle Name	T	
Suffix		
DOB	04/26/1904	
Birth Sex	FEMALE	
SSN	666-71-5154	
SSN Verification Status		

Verification Document(s) Instructions

Please select one Primary Identification document (State-Issued Driver's License; Passport; Federal, State, or Local Government-issued photo ID with Name and DOB).

Please note the 1010 can only be submitted for corrections such as typos and misspellings but not legal changes. All requests submitted with only the 1010 as documentation will be reviewed by HC IdM for approval.

Changed Field	Allowed Documents
Level of Assurance	<ul style="list-style-type: none"> State-Issued Driver's License Passport Federal, State, or Local Government-issued photo ID containing name and DOB 1010 (For Corrections Only)

Verification Document(s)

State-Issued Driver's License

Passport

* Id Number:	1234567890	* Expiration Date:	12/17/2027
* Country of Issuance:	USA	State of Issuance:	
ID Type:	Passport	* REQUIRED	

Federal, State, or Local Government-issued photo ID containing name and DOB

Social Security Card

Court Order for a Name Change

Letter from SSA with updated SSN

Birth Certificate

Court Order for Gender Change

Signed Licensed Physicians Statement on Office Letterhead

1010 (For Corrections Only)

Appointment Status

Is the person on site for an appointment or have an upcoming appointment within 24 hours?

No

Save Draft Submit

Figure 4:26: Verification Document Section; Enter document details

After you click the submit button, you will get a pop-up message stating that your Task is complete.

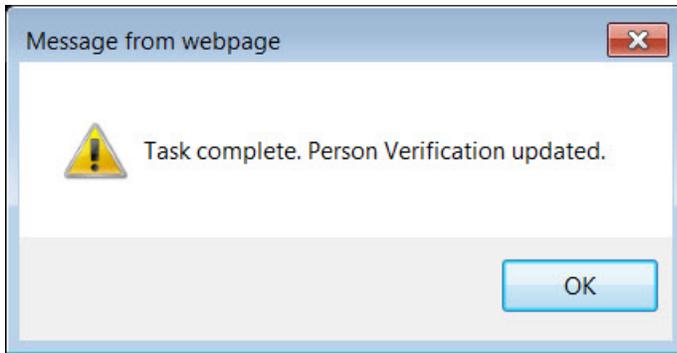


Figure 4:27: Task Complete Pop Up Message

After clicking the OK button, you will be returned to the Primary View screen where you will see a message at the top of the screen saying, “Task complete and resolved” and you can confirm that the **Level of Assurance** has been updated to 2.

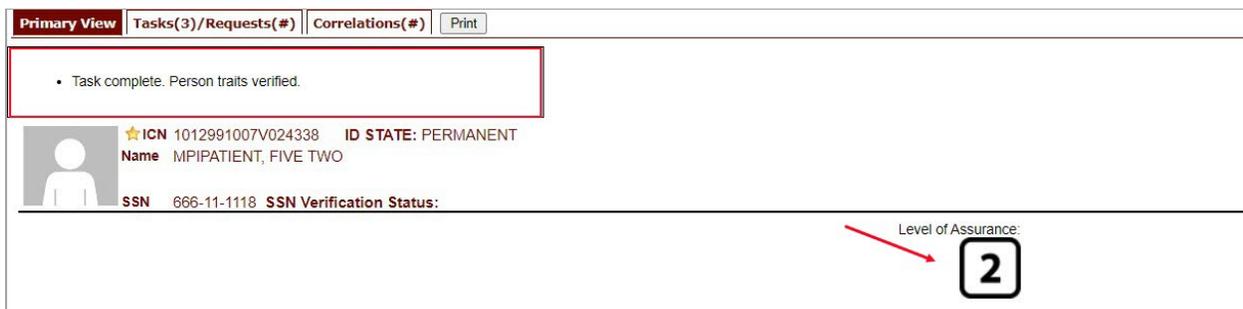


Figure 4:28: Person Verification Updated Message

If for some reason the *Level of Assurance* is still showing as **Level 1**, then scroll to the bottom of the Primary View screen and click on the **[Refresh View]** button. The *Level of Assurance* should then be updated to **Level 2**.

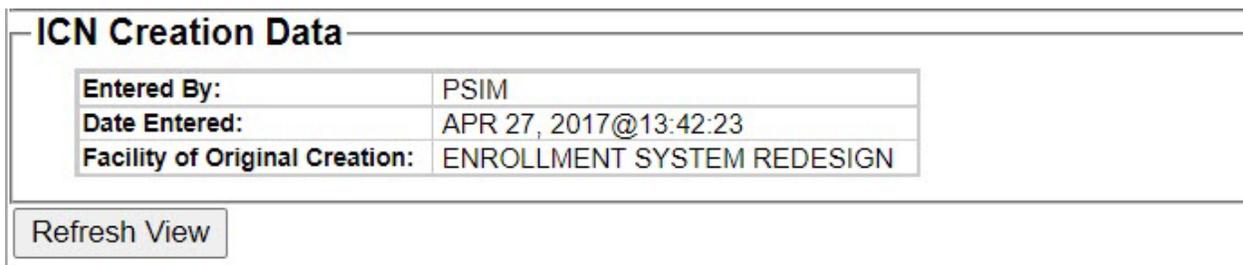


Figure 4:29: Refresh View button



NOTE: It is possible for an Identity Management Toolkit veteran record to indicate LOA 2 without a precise Date of Birth (MM/DD/YY). Even though the LOA is 2, the card request will be placed into an **On Hold** status until resolved. See [Section 5.6.6 Imprecise Date of Birth](#) for more information

Primary View | Tasks(3)/Requests(#) | Correlations(#) | Print

★ ICN 1012991007V024338 ID STATE: PERMANENT
 Name MPIPATIENT, FIVE TWO
 SSN 666-11-1118 SSN Verification Status:

Level of Assurance: 2

PRIMARY VIEW DATA - Updated: DEC 15, 2022@15:18:40

Field Name	Value	Authority Score
ICN	1012991007V024338	
ID State	PERMANENT	
Test Record Indicator	()	
Last Name	MPIPATIENT	775
First Name	FIVE	774
Middle Name	TWO	774
Suffix		
Preferred Name		
SSN	666-11-1118	
DOB	07/1974	774
MBI	NO	0
Birth Sex	FEMALE	774

Figure 4:30: Imprecise Date of Birth Reported in Toolkit

Selecting the **Tasks/Requests** Tab will show the list of **Resolved Tasks**, you may confirm the resolution of your **Person Verification Task** here as well.

Primary View | Tasks(1)/Requests(1) | Correlations(#) | Print

★ ICN 1012991007V024338 ID STATE: PERMANENT
 Name MPIPATIENT, FIVE TWO
 SSN 666-11-1118 SSN Verification Status:

Lists | Proofing

Active Tasks

Task #	Date Reported	Task Type	Correlation	Task Status	Caseworker
THERE ARE NO ACTIVE TASKS.					

Resolved Tasks

Task #	Date Reported	Task Type	Correlation	Task Status	Date Resolved	Caseworker
769090404	06/02/2020	1998 - PERSON VERIFICATION		RESOLVED	12/15/2022	CASEWORKER, ONE

Figure 4:31: Task/Request Tab; Resolved Tasks

Once the proofing task has been completed and the *Level of Assurance* has been updated to **Level 2**, highlight the *Veteran's ICN* at the top of the screen and copy it, either by clicking [Ctrl + C] or right clicking on the highlighted number and selecting copy from the menu that displays.

Primary View **Tasks(3)/Requests(2)** Correlations(#) Print

★ ICN 1012991007V024338 ID STATE: PERMANENT
 Name MPIPATIENT, FIVE TWO

SSN 666-11-1118 SSN Verification Status:

Figure 4:32: The Veteran's ICN is highlighted

4.2.3.1. Process for Veteran with Unverified SSN

If the *SSN Verification Status* is blank or states “Unverified”, continue to use the process steps listed above with the following changes:

Primary View **Tasks(3)/Requests(#)** Correlations(#) Print Close

★ ICN 1012991007V024338 ID STATE: PERMANENT
 Name MPIPATIENT, FIVE TWO

SSN 666-11-1118 SSN Verification Status:

Level of Assurance: **1**

Figure 4:33: SSN Status Not Verified

1. If there is no verified *SSN Status* attach presented proofing documentation using the tool on the Task Details page.

Task Details Resolved Tasks Task Notes Task Audit Person Verification Print

★ Task # 769090404 Date Reported 06/02/2020 17:05 Task Status ASSIGNED
 Priority Task Type 1998 - PERSON VERIFICATION Date Resolved
 Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Caseworker VAPOC, ONE
 Task Lock Owner VAPOC, ONE Time Spent 0 Days, 0 Hours, 0 Minutes
 Threshold Score

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1012991007V024338 [P]	1012991007V024338*NI*200M*USVHA	MPIPATIENT, FIVE TWO	666-11-1118	01/06/1973	

Upload Files - The following file formats are compatible: doc, docx, pdf, jpg, jpeg, tiff, tiff, xls, xlsx, csv

Upload Date	Uploaded By	File Name	Description
NO FILES ATTACHED...			

Figure 4:34: Upload Documentation to the Proofing Task

2. Complete the *Data Review*, enter the *Documentation*, and click on [Submit]

PRIMARY VIEW DATA - Updated: JUN 02, 2020@17:05:17 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Documentation Approval

Field Name	MVI Value	New Value
ICN	1012991007V024338	1012991007V024338
Last Name	MPIPATIENT	MPIPATIENT
First Name	FIVE	FIVE
Middle Name	TWO	TWO
Suffix		
DOB	01/06/1973	01/06/1973
Birth Sex	FEMALE	FEMALE
SSN	666-11-1118	666-11-1118
SSN Verification Status		

Verification Document(s) Instructions

Please select one Primary Identification document (State-Issued Driver's License; Passport; Federal, State, or Local Government-issued photo ID with Name and DOB).

Please note the 1010 can only be submitted for corrections such as typos and misspellings but not legal changes. All requests submitted with only the 1010 as documentation will be reviewed by HC IdM for approval.

Changed Field	Allowed Documents
Level of Assurance	<ul style="list-style-type: none"> State-Issued Driver's License Passport Federal, State, or Local Government-issued photo ID containing name and DOB 1010 (For Corrections Only)

Verification Document(s)

State-Issued Driver's License

Passport

Federal, State, or Local Government-issued photo ID containing name and DOB

Social Security Card

Court Order for a Name Change

Letter from SSA with updated SSN

Birth Certificate

Court Order for Gender Change

Signed Licensed Physicians Statement on Office Letterhead

1010 (For Corrections Only)

Appointment Status

Is the person on site for an appointment or have an upcoming appointment within 24 hours?

Save Draft Submit

Figure 4:35: Enter verification Documents

After submitting the documentation, you will be returned to the Primary View screen where you will see a message at the top of the screen saying, “Task saved and Request has been submitted to HC IdM for approval” and the **Level of Assurance** will remain at 1.

Primary View | Tasks(24)/Requests(#) | Correlations(#) | Print

• Task saved and Request has been submitted to HC IdM for approval.

ICN 1012665442V625414 **ID STATE:** PERMANENT

Name MPIPATIENT, ONE T

SSN 666-71-5154 **SSN Verification Status:**

Level of Assurance: 1

PRIMARY VIEW DATA - Updated: MAR 30, 2022@15:59:51

Field Name	Value	Authority Score
ICN	1012665442V625414	
ID State	PERMANENT	

Figure 4:36: Task Saved and Submitted to HC IdM

- Returning to the home screen will show you the request generated in the request queue and can be used for tracking purposes.

My Tasks [1]									
Task #	Date Reported	Task Type	ICN	Correlation	SSN	DOB	Name	Priority	
769090404	06/02/2020 17:05	PERSON VERIFICATION	1012991007V024338		666-11-1118	01/06/1973	MPIPATIENT, FIVE TWO		

My Requests [6] My Facility Requests [48]									
Request #	Date Reported	Request Type	Status	Caseworker	Submitter	Request Site	ICN	Name	Priority
1392050574	12/13/2022 14:17	PERSON VERIFICATION APPROVAL	ASSIGNED			200IP-IDENTITY PROOFING	1012663269V992216	VAPATIENT, DR SEVENA MIDDLE	
1393244652	12/14/2022 15:47	PERSON VERIFICATION APPROVAL	ASSIGNED			200IP-IDENTITY PROOFING	1012665442V625414	MPIPATIENT, ONE T	

Figure 4:37: Request Generated

If the *Level of Assurance* is confirmed and displayed as **Level 2** you will log into the VHIC application and start the card request. On **Step 1: Enter Search Terms** of the Card Request process; you will paste the *Veteran's ICN* that you copied from the Primary View screen in the Identity Management Toolkit application, into the *ICN* field in the lower right side of the screen.

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Logged in as:

Step 1
Enter Search Terms

Step 2
Select Veteran

Step 3
Capture Veteran Image

Step 4
Select Mailing Address

Step 5
Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to open [Identity Management Toolkit](#) in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name

Last Name

First Name

Middle Name

Person

Date of Birth (DOB format: YYYYMMDD)

Gender

Home Phone

Address

Street Address

City

State

Zip Code

Identification

SSN (format: #####-##-####)

EDIPI / Member ID

ICN |12661460V1474 X|

?

Figure 4:38: Step 1: Enter Search Terms - ICN has been entered

4.2.4. If Level of Assurance is Level 2 – Continue to Issue VHIC

If the *Level of Assurance* is displayed as **Level 2** on the Primary View screen, copy the *Veteran's ICN* from the top of the Identity Management Toolkit screen so you can use that to search for the Veteran on **Step 1: Enter Search Terms** of the Card Request process in the VHIC application.

Primary View Tasks(3)/Requests(2) Correlations(#) Print

★ ICN 1012991007V024338 ID STATE: PERMANENT

Name MPIPATIENT, FIVE TWO

SSN 666-11-1118 SSN Verification Status:

Figure 4:39: The Veteran's ICN is highlighted

Veteran Health Identification Card (VHIC) Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to open Identity Management ToolKit in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name
Last Name
First Name
Middle Name

Person
Date of Birth (DOB format: YYYYMMDD)
Gender
Home Phone

Address
Street Address
City
State
Zip Code

Identification
SSN (format: #####-####)
EDIPI / Member ID
ICN 12661460V1474 x

Clear Search

Figure 4:40: Step 1: Enter Search Terms - ICN has been entered

4.2.5. Proofing Task Opened in Error, Trait Edit Needed

VHIC Proifiers do not possess the access levels in the **MVI Toolkit** that are required for making changes to identity traits. If you open a **Person Verification Task** before verifying the Veteran's address and identity traits and realize that a **Trait Change** such as **Last Name** correction is needed as shown in the below example, please follow the process below.

Verify the correct information by selecting the corresponding check boxes in the **Verify** column. Enter the correct information in the **New Value** column and **Save Draft**. You will not be able to submit this change.

Task Details	Resolved Tasks	Task Notes	Task Audit	Person Verification	Override	Print
★ Task # 1393196655			Date Reported 12/14/2022 14:28	Task Status ASSIGNED		
Priority				Date Resolved		
Task Type 1998 - PERSON VERIFICATION				Caseworker CASEWORKER, ONE		
Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT.				Time Spent 0 Days, 0 Hours, 0 Minutes		
Task Lock Owner CASEWORKER, ONE				Threshold Score		

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1012665442V625414 [P]	1012665442V625414*NI*200M*USVHA	MPIPATIENT, ONE T	***-**-5154	**/**/1904	

– PRIMARY VIEW DATA - Updated: MAR 30, 2022@15:59:51 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Documentation Approval

Field Name	MVI Value	Verify	New Value
ICN	1012665442V625414		
Last Name	MPIPATIENT	<input type="checkbox"/>	PATIENT
First Name	ONE	<input checked="" type="checkbox"/>	
Middle Name	T	<input checked="" type="checkbox"/>	
Suffix		<input type="checkbox"/>	
DOB	APRIL 26, 1904	<input checked="" type="checkbox"/>	Month Day Year
Birth Sex	FEMALE	<input checked="" type="checkbox"/>	
SSN	666715154	<input checked="" type="checkbox"/>	
SSN Verification Status			

Save Draft Submit

• To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.

Figure 4:41: Person Verification Task; Trait Edit Needed

Clicking the **Submit** button will result in the following **Pop-up Message** and you will not be able to move forward with completing the **Person Verification Task**, nor will you be able to close the newly opened **Task**.

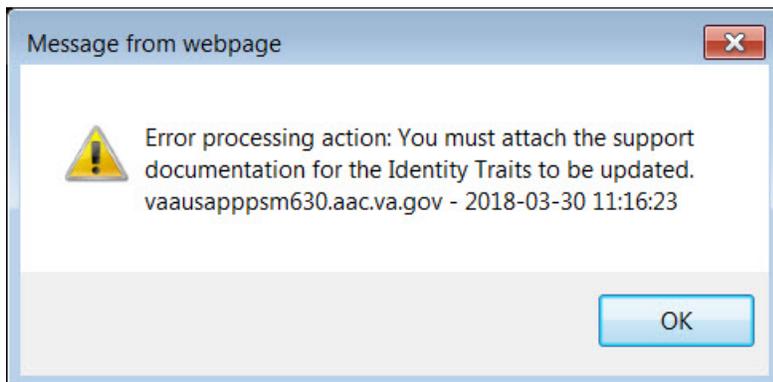


Figure 4:42: Processing Error Message

Selecting “OK” on the **Pop-up Message** will return you to the **Person Verification Tab**. Select the **Task Notes** tab at the top of the screen.

Task Details	Resolved Tasks	Task Notes	Task Audit	Person Verification	Print
★ Task # 1393196855 Priority Task Type 1998 - PERSON VERIFICATION Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Task Lock Owner VAPOC, ONE		Date Reported 12/14/2022 14:28 Task Status ASSIGNED Date Resolved Caseworker VAPOC, ONE Time Spent 0 Days, 0 Hours, 0 Minutes Threshold Score			
ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1012665442V625414 [P]	1012665442V625414*NI*200M*USVHA	MPIPATIENT_ONE_T	666-71-5154	04/26/1904	
PRIMARY VIEW DATA - Updated: MAR 30, 2022@15:59:51 Check External Identity Verification Tool					
You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.					
Data Review	Documentation	Approval			
Field Name	MVI Value	Verify	New Value		
ICN	1012665442V625414				
Last Name	MPIPATIENT	<input type="checkbox"/>	<input type="text"/>		
First Name	ONE	<input type="checkbox"/>	<input type="text"/>		
Middle Name	T	<input type="checkbox"/>	<input type="text"/>		
Suffix		<input type="checkbox"/>	<input type="text"/>		
DOB	APRIL 26, 1904	<input type="checkbox"/>	Month	Day	Year
Birth Sex	FEMALE	<input type="checkbox"/>	<input type="text"/>		
SSN	666715154	<input type="checkbox"/>	<input type="text"/>		
SSN Verification Status					
			Save Draft	Submit	
• To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.					

Figure 4:43: Person Verification Screen Trait Edit Notes Highlighted

On the **Task Notes** tab, highlight the **Task Number** at the top of the screen and copy it, either by clicking **[Ctrl + C]** or right clicking on the highlighted number and selecting copy from the menu that displays. You will need to supply this number to your the appropriate **POC** (**MVI** for **Identity Trait** edits or **Enrollment System POC** for **Address** change.) Under **New Status**, change the status of your Person Verification Task to **Unassign** and select **Save**.

The screenshot shows the VAPOC ONE interface with the following details:

- Task #:** 1393378658 (highlighted in red)
- Priority:** [Not specified]
- Current Status:** ASSIGNED
- Task Role Group:** VHC
- Caseworker:** VAPOC.ONE
- New Status:** Unassign (selected in dropdown menu)
- Task Type:** 1998 - PERSON VERIFICATION
- Date Reported:** 12/14/2022 20:33
- Time Spent:** Days 0, Hours 0, Minutes [Not specified]
- Task Lock Owner:** [Not specified]
- Date Resolved:** [Not specified]
- Threshold Score:** [Not specified]

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1012665442V625414 [P]	1012665442V625414*NI*200M*USVHA	PATIENT_ONE T	666-71-5154	04/26/1904	

Figure 4:44: Unassign Person Verification Task

Contact the appropriate **POC**. Provide them with the **Task Number** and details. They will assign the Task to themselves and complete the **Trait Edit**.

5. Creating a VHIC Card – The Card Request Process

Table 3: Who can process a card request?

At a Glance...	
Who can process a card request?	Administrator, Supervisor, Associate, Tech Admin (Tier 3)

This section will walk the VHIC user through the process of creating a card for a Veteran. During the card request process, issues may arise that will require the card to be put on hold. These cases will be covered in section [5.6 On Hold Reasons Explained](#).

The card issuance process follows numbered steps shown next.

1. Enter Search Terms
2. Select Veteran
3. Capture Veteran Image
4. Select Mailing Address
5. Save Card Request



Figure 5:1: Card Request Navigation Bar

i **NOTE** The appearance of the step block will change to indicate the step you are currently working by appearing to be the brightest. See the illustration below.

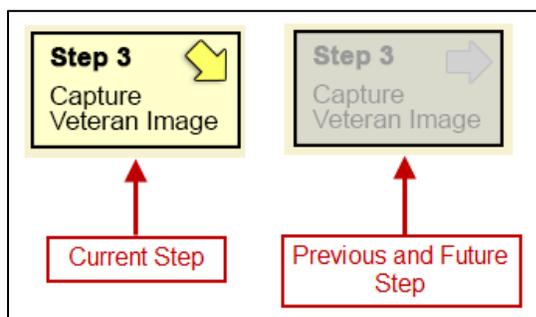


Figure 5:2: Navigation Bar Step appearance by state

These steps are fully explained below. We will now walk through each of the steps required to complete a VHIC card request for New VHICs and Replacement VHICs. We will also go over the steps for placing a card request on hold as well as taking a card request off hold.

5.1. New VHIC: Veteran Level 2 Proofed through Identity Management Toolkit

5.1.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from the Identity Management Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.



NOTE: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).

The more traits entered, the more likely a match will be returned.

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Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Logged in as: [User Name]

Step 1

Enter Search Terms

Step 2

Select Veteran

Step 3

Capture Veteran Image

Step 4

Select Mailing Address

Step 5

Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to open Identity Management ToolKit in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

<p>Name</p> <p>Last Name <input type="text"/></p> <p>First Name <input type="text"/></p> <p>Middle Name <input type="text"/></p>	<p>Person</p> <p>Date of Birth <input type="text"/> (format: YYYYMMDD)</p> <p>Gender <input type="text" value="v"/></p> <p>Home Phone <input type="text"/></p>
<p>Address</p> <p>Street Address <input type="text"/></p> <p>City <input type="text"/></p> <p>State <input type="text"/></p> <p>Zip Code <input type="text"/></p>	<p>Identification</p> <p>SSN <input type="text"/> (format: #####)</p> <p>EDIPI / Member ID <input type="text"/></p> <p>ICN <input type="text"/></p>

[VA Home](#) | [Privacy](#) | [FOIA](#) | [Regulations](#) | [Web Policies](#) | [No FEAR Act](#) | [Site Index](#) | [Inspector General](#)
 U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420
 VHIC 4.10.1 bld 18
 Card Request: Search Screen

Figure 5:3: Enter Search Terms screen

Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 5:4: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to open Identity Management ToolKit in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name
Last Name
First Name
Middle Name

Person
Date of Birth (DOB format: YYYYMMDD)
Gender
Home Phone

Address
Street Address
City
State
Zip Code

Identification
SSN (format: #####-####)
EDIPI / Member ID
ICN |12661460V1474 x|

Clear Search

Figure 5:5: Enter Search Terms screen

i **NOTE:**

Entering an Invalid ICN will result in an error message such as the one seen in *Figure 5:6: Invalid ICN Error Message*. Examples of errors include:

- Invalid ICN. ICN must be 17 characters
- Invalid ICN. ICN must not contain special characters
- Invalid ICN format. Please enter valid ICN format, 17 chars (10 digits + V + 6 digits)



Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request



Invalid ICN. ICN must be 17 characters

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to open [Identity Management ToolKit](#) in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
 - Last Name, First Name, DOB and SSN.
- Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name Last Name <input type="text"/> First Name <input type="text"/> Middle Name <input type="text"/>	Person Date of Birth <input type="text"/> (format: YYYYMMDD) Gender <input type="text"/> Home Phone <input type="text"/>
Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Identification SSN <input type="text"/> (format: #####) EDIPI / Member ID <input type="text"/> ICN <input type="text" value="1818383756380"/>

[?](#)

Figure 5:6: Invalid ICN Error Message



NOTE: Should the search result in a deceased Veteran, a message will show at the top of the screen.

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Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as:

Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request

Card requests for deceased veteran(s) are not allowed.
All Cards for deceased veteran(s) have been deactivated in VHIC and unlinked in MVI.

Picture	Full Name	SSN	DOB	DOD	Gender
	ONE VAPATIENT	XXX-XX-0067	10/10/1958	11/16/2019	MALE

? Back

Figure 5:7. Deceased Veteran Search Results

5.1.2. Step 2: Select Veteran

Once the search has completed, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the Veteran’s name which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.



Figure 5:8: Select Veteran screen

5.1.3. Step 3: Capture Veteran Image

Once a selection has been made, the next step in the process is to capture the Veteran image. VHIC provides several ways to handle this operation: Take New Picture, Upload from file, or Reuse Existing Image.



Figure 5:9: Capture Veteran Image screen

5.1.3.1. Take New Picture

Upon arriving to the Capture Veteran Image page, if there is no useable image for the Veteran already on file, a “No Photo” image will appear in the image capture area. Click [**Take New Picture**] to capture the Veteran’s image. The camera should become active and the Veteran should be visible in the image capture window.

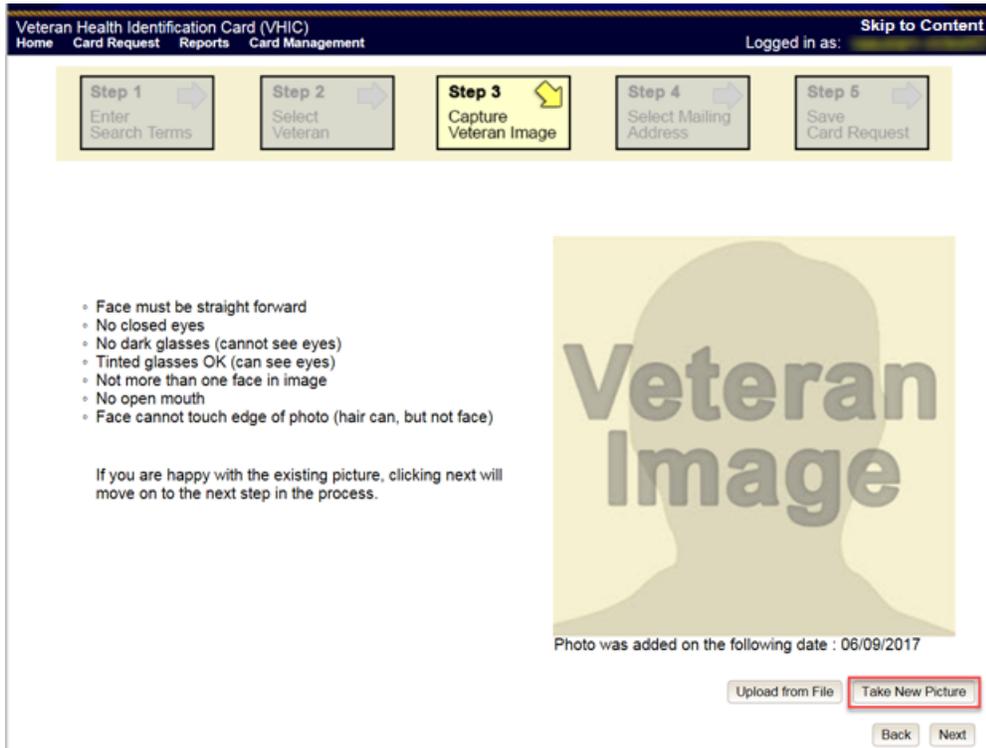


Figure 5:10: Capture Veteran Image screen – Take New Picture

Using the provided silhouette, ensure that the Veteran is lined up properly. Prior to clicking **[Capture Image]** ensure the additional image capture guidelines provided on screen are met:

- Face must be straight forward
- No closed eyes
- No dark glasses (cannot see eyes)
- Tinted glasses OK (can see eyes)
- Not more than one face in image
- No open mouth
- Face cannot touch edge of photo (hair can, but not face)



Figure 5:11: Capture Veteran Image screen – Capture Image

Once the image is captured, take a moment to review that the image meets all desired guidelines before proceeding. If the image is acceptable, click **[Next]** to continue on to the next step.

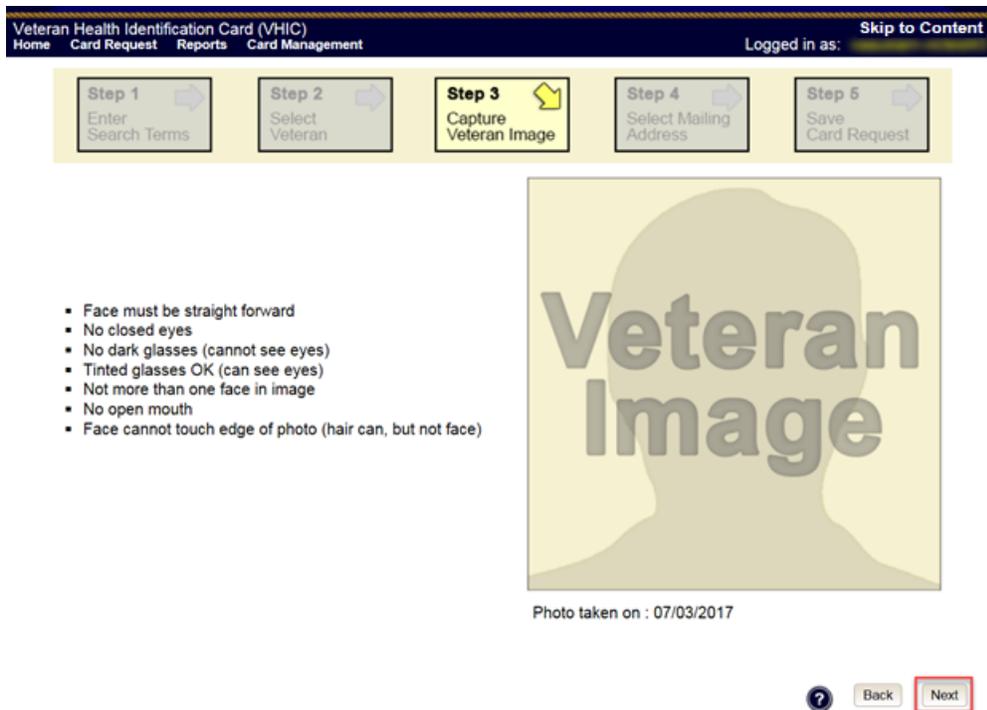


Figure 5:12: Capture Veteran Image screen – Accept new photo; click Next

i **NOTE:** If the image does not meet the guidelines or the Veteran would prefer a new photo be taken or uploaded, this can be done at this point as well by clicking the **[Back]** button to take a new picture or upload a photo.

5.1.3.2. Upload from File

In some cases, it may be necessary to upload an image for a Veteran (i.e., they are unable to be present during the card request process due to health issues, etc.) In these cases, VHIC offers the option to upload a photo by selecting the **[Upload from File]** option.



Figure 5:13: Capture Veteran Image screen – Upload from File

Once this option is selected, a **[Browse...]** button will appear next to a text field. Clicking this button will open up another window to allow for the desired image to be located and selected. The accepted file formats are JPG, GIF, PNG, and BMP. For best results use a 400x400 pixel JPG image. It should also be noted that any adjustments that need to be made to the image to meet the specified guidelines, such as crop and resize, this should be done before the image is uploaded.

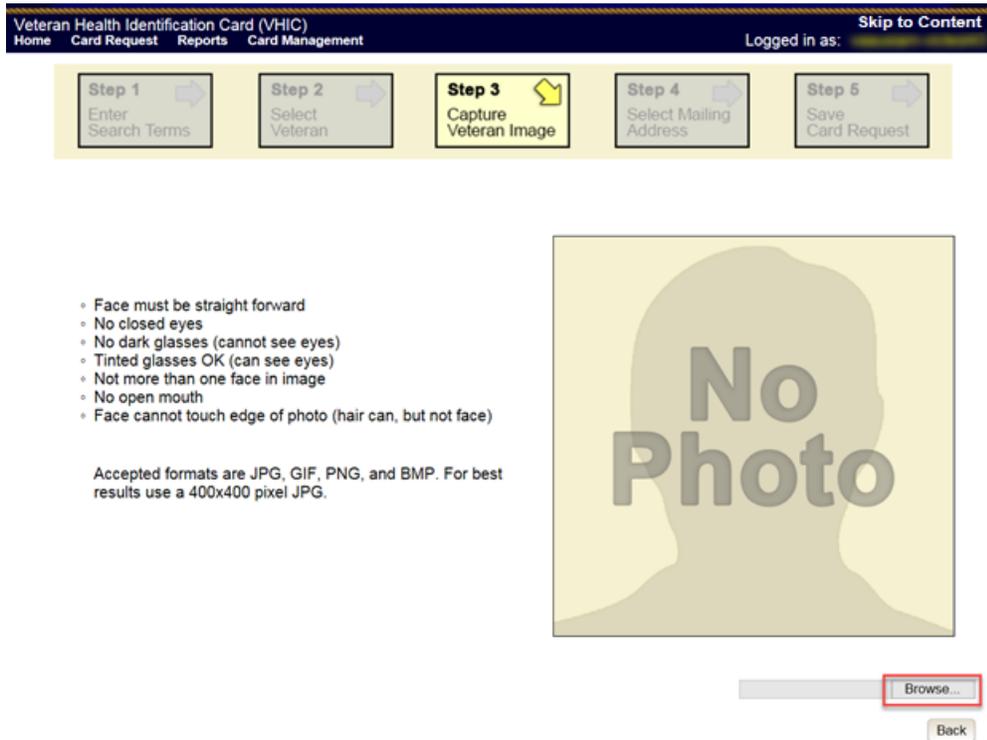


Figure 5:14: Capture Veteran Image screen – Upload photo; click Browse

Once the file has been selected, an **[Upload]** button will become available. Clicking this will import the image and it will now be visible in the image capture area.

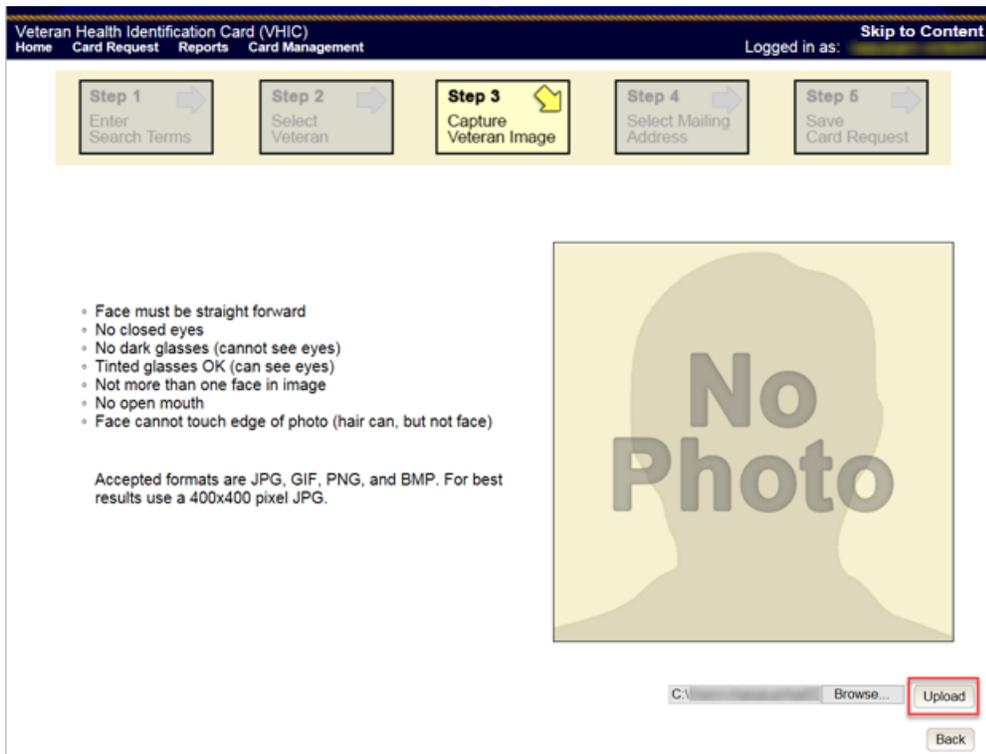


Figure 5:15: Capture Veteran Image screen – Upload photo; click Upload

The user can move the slider below the image window to zoom the image in or out to match the silhouette, the image can also be dragged to line the Veteran's face inside the silhouette as well.

Once again, be sure to review the image to ensure it meets the specified guidelines before clicking the [Next] button to continue.

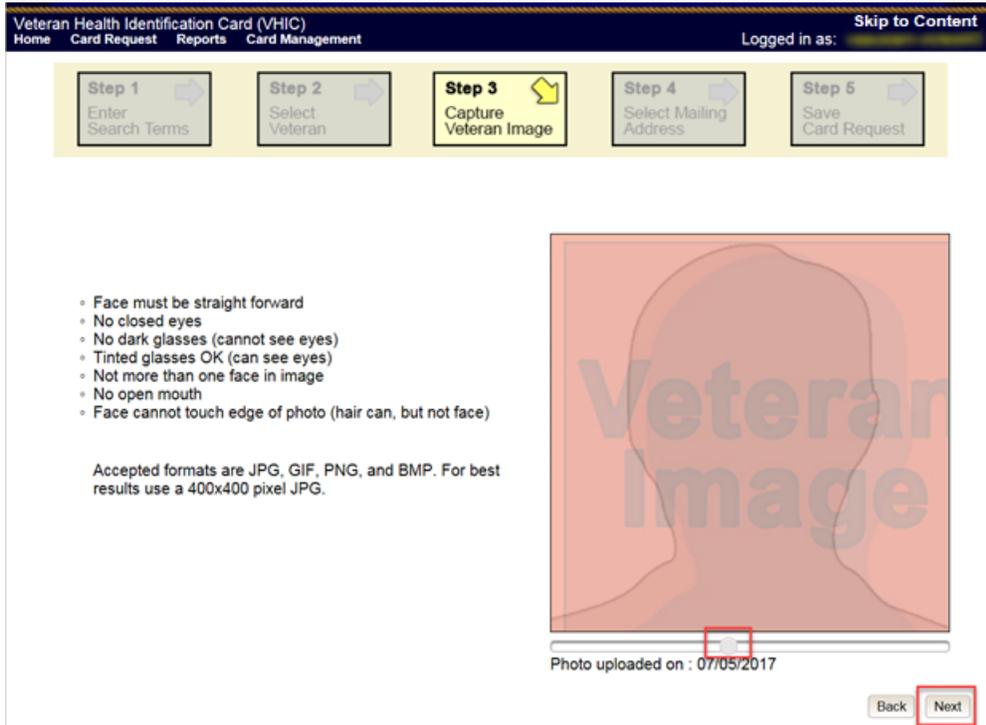


Figure 5:16: Capture Veteran Image screen – Edit photo; click Next

5.1.3.3. Reuse Existing Image

In the event the Veteran has an existing photo in the system that is less than ten years old, this will appear in the image capture area upon entry to Step 3. If this image meets the required guidelines, it may be reused for the current card request process. Simply click [Next] to continue on to Step 4.



Figure 5:17: Capture Veteran Image screen – Reuse Existing Photo; click Next

The VHIC application will ask the user to confirm that they want to reuse the existing photo for this Veteran. Click the [OK] button to continue to Step 4: Verify Identity Attributes.

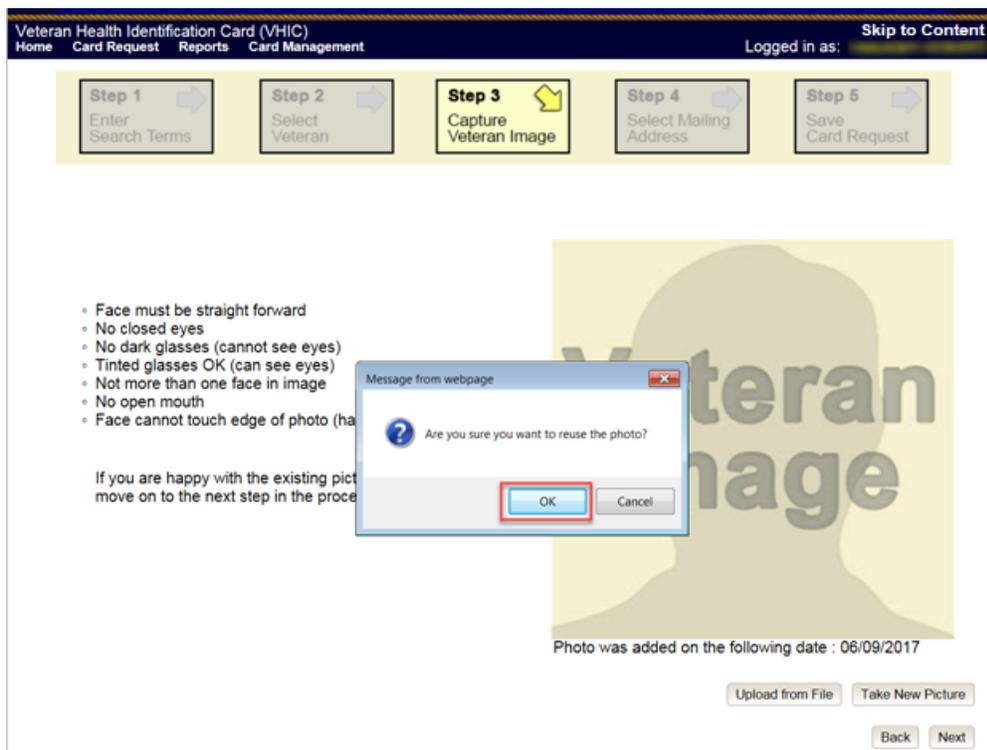


Figure 5:18: Capture Veteran Image screen – Reuse Existing Photo; click OK

i **NOTE:** If the image does not meet the guidelines or the Veteran would prefer a new photo be taken or uploaded, this can be done at this point as well by selecting either [Upload from File] or [Take New Picture].

5.1.4. Step 4: Select Mailing Address

This screen displays the information retrieved from the Master Veteran Index (MVI) and the Enrollment System (ES) for the selected Veteran. The purpose of this screen is to verify the displayed information, and to determine where the Veteran’s card should be mailed.

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Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Logged in as:

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

Bad requesting facility address for Facility ID 508 - no address available
Bad preferred facility address for Facility ID 983 - no address available

Veteran Identity Confirmation

Status
Card Request Status New

Veteran Identity Attributes
First Name VGTESTTHIRTYNIN
Last Name TESTFOURTYNINE
Preferred Name THIRTY
Date of Birth 11/16/1960

Requesting Facility Address
Facility Name
Facility Address

Address
Mail card to: Address received from Enrollment Services
 Address received from MVI
 Requesting facility
 Preferred facility

Recipient VGTESTTHIRTYNIN TESTFOURTYNINE
Street 1 10043 S AVENUE M
Street 2
Street 3
City CHICAGO
State IL
Zip Code 60617-5911
Province
Postal Code
Country USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?

Back Next

Figure 5:19: Select Mailing Address screen with bad facility address

This step provides several mailing options for the card:

- Mail to the address received from Enrollment Services
- Mail to the address received from MVI
- Mail to the requesting facility. If requesting facility is not known a message will be displayed above for the on-hold condition and the Requesting facility button will be grayed out as in *Figure 5:19: Select Mailing Address screen with bad facility address.*
- Mail to the preferred facility

 **NOTE:** If Enrollment has flagged the Veteran’s address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts to not update their information with ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process.

 **NOTE:** If MVI has flagged the Veteran’s address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts not to update their information with MVI or ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

 **NOTE:** If no preferred facility information has been received from ES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the information on the screen is a correct match, select the **[Next]** button in the lower right hand to move forward.

5.1.5. Status Section

At the top of the Step 4 screen is the Status section. When going through the card request process, one of the following Card Request Status options will be displayed: *New*, *Replacement*, or *On Hold*. Since this is a new card request the status displayed is *New*.

5.1.6. Step 5: Save Card Request

Step 5 – Save Card Request – gives the VHIC user and the Veteran one more opportunity to review all of the information on the screen for accuracy.

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Veteran Health Identification Card (VHIC) Skip to Content

Home [Card Request](#) [Reports](#) [Card Management](#) [Site Management](#) Logged in as:

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address **Step 5 Save Card Request**

Veteran Card Details

 Name as it will appear on card: VGTESTONE T TESTTHIRTEEN Preferred name: THIRTEEN Address card will be mailed to: VGTESTONE THIR TESTTHIRTEEN 10030 F STREET RESTON, VA 20191 USA Replacement Reason: Damaged Barcode not working	Service Connected	N	Card Number	
	Medal of Honor	N	Member ID	2107398875
	Purple Heart	N	ICN	1012896256V941508
	Prisoner of War	N	Plan ID	7346-243-588
			VISN	7
			Facility	508
		Date of Birth	8/8/1950	

Card Status Pending
Card Request Date

Branch Of Service

- United States Public Health Service (USPHS)
- Coast Guard
- Merchant Seamen
- Space Force
- Navy
- Army
- Air Force
- Marine Corps
- Veteran Declines Branch of Service Logo

Reason for Hold:

Bad data

Back Submit

Figure 5:20: Save Card Request review screen

This screen contains the following information for review:

- Name as it will appear on card
- Address card will be mailed to (*this also contains the name as it will appear in the mailing address*)
- Replacement reason (*if applicable*)
- Reason for hold (*if applicable*)
- Service connected status
- Medal of Honor status
- Purple Heart status
- Prisoner of War status
- Branch of Service selection
- Date of Birth

Other fields that either will be populated or will populate upon final submission are:

- Card Number (populates upon final submission)
- Member ID
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

5.1.6.1. Branch of Service

If available, the Veteran's Branch of Service options will be displayed on screen. The Veteran should be given the opportunity to select which logo they would prefer to appear on their card or if they would like to decline the logo option altogether (*default*). The appropriate radio button should be selected based upon the Veteran's preference. Only those branches of service that are listed in the Enrollment System and in which the Veteran has served will be shown. This will need to be chosen before submitting the card request.



NOTE: Only one Branch of Service logo can appear on the card; those with more than one branch will have to select one, or decline to show any logo.

A screenshot of a web form titled "Branch Of Service". It features two radio button options: "Army" (which is selected) and "Veteran Declines Branch of Service Logo". A blue circular icon with a white question mark is located in the bottom-left corner of the form's container.

Figure 5:21: Branch of Service Selection

5.1.6.2. Save Card Request: New

If the card is a new request, meaning the Veteran has never had a VHIC prior to this request; the Replacement Reason section will state the following: *Not a replacement card*.

Upon submission, a *Card Number* will be generated as well as an *Expiration Date* and *Card Request Date*. The colored field will change from yellow to green and the corresponding Card Status will change from *Pending* to *Submitted*.

The screenshot displays the 'Veteran Health Identification Card (VHIC)' application interface. At the top, there is a navigation bar with 'Home', 'Card Request', 'Reports', and 'Card Management'. A 'Skip to Content' link is visible on the right. Below the navigation bar, a progress indicator shows five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request), which is highlighted in yellow. The main content area is titled 'Veteran Card Details' and contains the following information:

- Veteran Card Image:** A placeholder for the card image with the VA logo and 'Veteran Image' text.
- Name as it will appear on card:** TWO VAPATIENT
- Address card will be mailed to:** TWO VAPATIENT, 10007 F STREET, HERNDON, VA 20171 USA
- Replacement Reason:** Not a replacement card (highlighted in a red box)
- Card Status:** Submitted (highlighted in a green box)
- Card Request Date:** 07/05/2017 (highlighted in a green box)
- Service Connected:** N
- Card Number:** 6856
- Medal of Honor:** N
- Member ID:** 1607956576
- Purple Heart:** N
- ICN:** 1012894958V625284
- Prisoner of War:** N
- Plan ID:** 7346-243-588
- VISN:** 7
- Facility:** 508
- Date of Birth:** 10/10/1952
- Expiration Date:** 7/5/2027
- Veteran Declines Branch of Service Logo:** (checked)
- Reason for Hold:** Not Applicable

Figure 5:22: New Card Request Submitted

5.2. New VHIC: Veteran has NOT been Level 2 Proofed through Identity Management Toolkit

5.2.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from the Identity Management Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.



NOTE: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 5:23: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to open [Identity Management ToolKit](#) in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name
Last Name
First Name
Middle Name

Person
Date of Birth (DOB format: YYYYMMDD)
Gender
Home Phone

Address
Street Address
City
State
Zip Code

Identification
SSN (format: #####-####)
EDIPI / Member ID
ICN 12661460V147449

Clear Search

Figure 5:24: Enter Search Terms screen

5.2.2. Step 2: Select Veteran

Once the search has completed, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the Veteran's name which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.



Figure 5:25: Select Veteran screen

5.2.3. Step 3: Capture Veteran Image

Once a selection has been made, the next step in the process is to capture the Veteran image. VHC provides several ways to handle this operation: Take New Picture, Upload from file, or Reuse Existing Image.



Figure 5:26: Step 3 - Capture Veteran Image screen

5.2.3.1. Take New Picture

Upon arriving to the Capture Veteran Image page, if there is no useable image for the Veteran already on file, a “No Photo” image will appear in the image capture area. Click **[Take New Picture]** to capture the Veteran’s image. The camera should become active and the Veteran should be visible in the image capture window.

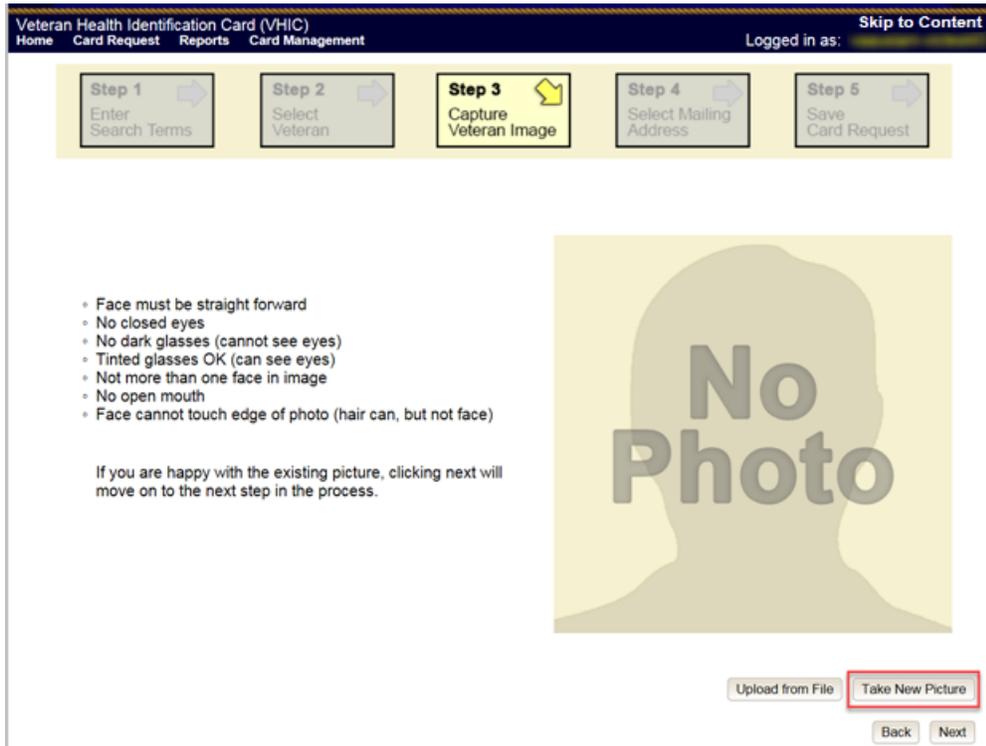


Figure 5:27: Capture Veteran Image screen – Take New Picture

Using the provided silhouette, ensure that that the Veteran is lined up properly. Prior to clicking **[Capture Image]** ensure the additional image capture guidelines provided on screen are met:

- Face must be straight forward
- No closed eyes
- No dark glasses (cannot see eyes)
- Tinted glasses OK (can see eyes)
- Not more than one face in image
- No open mouth
- Face cannot touch edge of photo (hair can, but not face)



Figure 5:28: Capture Veteran Image screen – Capture Image

Once the image is captured, take a moment to review that the image meets all desired guidelines before proceeding. If the image is acceptable, click **[Next]** to continue on to the next step.

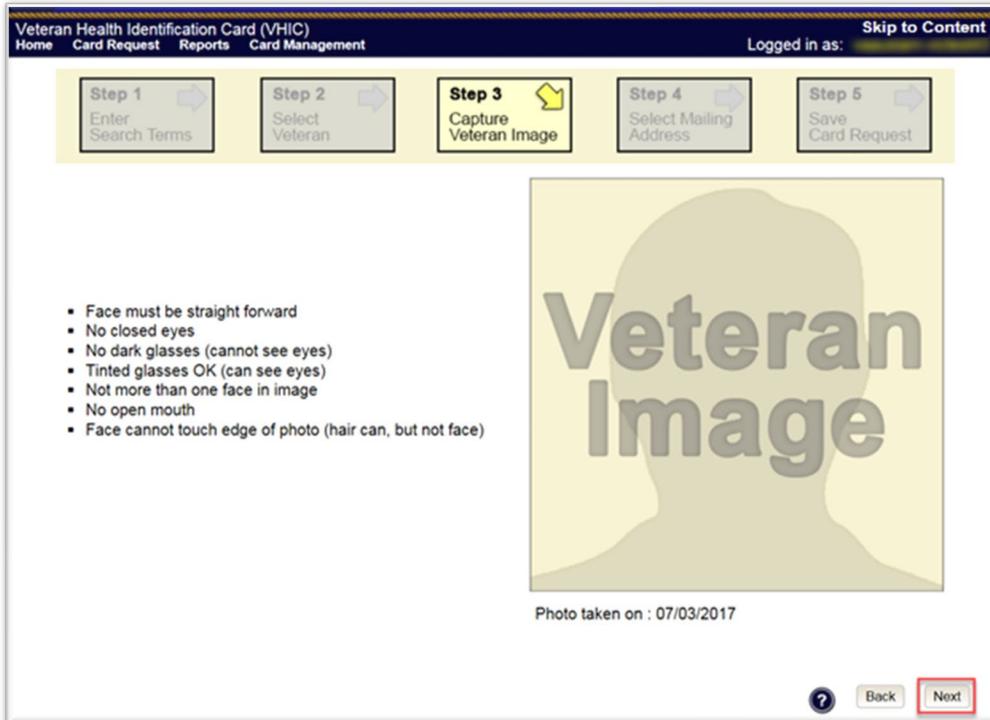


Figure 5:29: Capture Veteran Image screen – Accept new photo; click Next

i **NOTE:** If the image does not meet the guidelines or the Veteran would prefer a new photo be taken or uploaded, this can be done at this point as well by clicking the **[Back]** button to take a new picture or upload a photo.

5.2.4. Step 4: Select Mailing Address

This screen displays the information retrieved from the Master Veteran Index (MVI) and the Enrollment System (ES) for the selected Veteran. The purpose of this screen is to verify the displayed information, and to determine where the Veteran’s card should be mailed.

If the Veteran was not LOA 2 Proofed through the Identity Management Toolkit before the starting the card request process, the VHIC user will see the message:

“WARNING: Veteran not Identity Proofed”

(Select the address to have the card mailed to and click Next to place the card request on hold.)

The VHIC user will need to select the address to have the card mailed to, click the **[Next]** button, and save the card request on hold.

Step 1
Enter Search Terms

Step 2
Select Veteran

Step 3
Capture Veteran Image

Step 4
Select Mailing Address

Step 5
Save Card Request

Veteran Identity Confirmation

Status
Card Request Status On Hold

Veteran Identity Attributes

First Name VGETSTTHIRTYNIN

Last Name TESTFOURTYNINE

Preferred Name THIRTY

Date of Birth 11/16/1960

Requesting Facility Address

Facility Name ATLANTA VAMC

Facility Address 1670 CLAIRMONT RD
DECATUR, GA 30033 USA

Address

Mail card to: Address received from Enrollment Services
 Address received from MVI
 Requesting facility
 Preferred facility

Recipient VGETSTTHIRTYNIN TESTFOURTYNINE

Street 1 10043 S AVENUE M

Street 2

Street 3

City CHICAGO

State IL

Zip Code 60617-5911

Province

Postal Code

Country USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?

Figure 5:30: Select Mailing Address screen

i **NOTE:** If the Veteran has a Preferred Name on file it will appear in the space provided as seen in *Figure 5:30: Select Mailing Address screen*.

This step provides several mailing options for the card:

- Mail to the address received from Enrollment Services
- Mail to the address received from MVI
- Mail to the requesting facility. If requesting facility is not known a message will be displayed above for the on-hold condition and the Requesting facility button will be grayed out, as seen in *Figure 5:19: Select Mailing Address screen with bad facility address*.
- Mail to the preferred facility

 **NOTE:** If Enrollment has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts to **not** update their information with ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process.

 **NOTE:** If MVI has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts **not** to update their information with MVI or ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

 **NOTE:** If no preferred facility information has been received from ES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the information on the screen is a correct match, select the **[Next]** button in the lower right hand to move forward.

5.2.5. Status Section

At the top of the Step 4 screen is the Status section. When going through the card request process, one of the following Card Request Status options will be displayed: *New*, *Replacement*, or *On Hold*. Since this is a new card request the status displayed is *New*.

5.2.6. Step 5: Save Card Request

Step 5 – Save Card Request – gives the VHIC user and the Veteran one more opportunity to review all of the information on the screen for accuracy.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

Veteran Card Details



Service Connected	N	Card Number	
Medal of Honor	N	Member ID	
Purple Heart	N	ICN	1012895141V395616
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	10/10/1956

Name as it will appear on card:
THREE VAPATIENT

Address card will be mailed to:
ATLANTA VAMC
1670 CLAIRMONT RD
DECATUR, GA 30033 USA

Card Status Pending
Card Request Date

Branch Of Service
 Army
 Veteran Declines Branch of Service Logo

Replacement Reason:
Not a replacement card

Reason for Hold:
 Veteran not proofed
 Bad data

Back Hold

Figure 5:31: Save Card Request review screen

This screen contains the following information for review:

- Name as it will appear on card
- Address card will be mailed to (*this also contains the name as it will appear in the mailing address*)
- Replacement reason (*if applicable*)
- Reason for hold (*if applicable*)

- Service connected status
- Medal of Honor status
- Purple Heart status
- Prisoner of War status
- Branch of Service selection
- Date of Birth

Other fields that either will be populated or will populate upon final submission are:

- Card Number (populates upon final submission)
- Member ID
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

5.2.6.1. Branch of Service

If available, the Veteran’s Branch of Service options will be displayed on screen. The Veteran should be given the opportunity to select which logo they would prefer to appear on their card or if they would like to decline the logo option altogether (*default*). The appropriate radio button should be selected based upon the Veteran’s preference. Only those branches of service that are listed in the Enrollment System and in which the Veteran has served will be shown. This will need to be chosen before submitting the card request.



NOTE: Only one Branch of Service logo can appear on the card; those with more than one branch will have to select one, or decline to show any logo.

Figure 5:32: Branch of Service Selection

5.2.6.2. Save Card Request: New

If the card is a new request, meaning the Veteran has never had a VHIC prior to this request; the Replacement Reason section will state the following: *Not a replacement card.*

Since this Veteran has **NOT** had their Identity Proofing completed in the Identity Management Toolkit prior to starting the card request process, the Reason for Hold section will state the following: *Veteran Not Proofed.* The VHIC user will only be presented with the **[Back]** and **[Hold]** buttons.

Upon submission, a *Card Number* will be generated as well as the *Card Request Date*. The colored field will change from yellow to orange and the corresponding Card Status will change from *Pending* to *Saved on Hold*.

Since the Veteran that this card request was for still needs to be proofed, the VHIC system will display the message below that will include the next steps that the VHIC clerk will need to follow to complete the proofing process.

IMPORTANT: This Veteran still needs to have their Identity Proofing completed.

Follow the steps below:

1. Copy the Veteran's ICN above and click here to open the Identity Management Toolkit in another window.
2. Complete Proofing for the Veteran in Identity Management Toolkit.
3. Enter Veteran's ICN on Step 1 of the VHIC Card Request Process.
4. Complete card request process and submit.

The words Identity Management Toolkit are a hyperlink that the VHIC user can click on to be able to open the Identity Management Toolkit application in another browser window.

Veteran Health Identification Card (VHIC)
 Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

Veteran Card Details

Service Connected	N	Card Number	6855
Medal of Honor	N	Member ID	
Purple Heart	N	ICN	1012894961V780816
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	10/10/1951
		Expiration Date	

Name as it will appear on card:
FOUR VAPATIENT

Address card will be mailed to:
ATLANTA VAMC
1670 CLAIRMONT RD
DECATUR, GA 30033 USA

Replacement Reason:
Not a replacement card

Card Status: Saved On Hold
Card Request Date: 07/05/2017

Veteran Declines Branch of Service Logo

Reason for Hold:
Veteran not proofed

IMPORTANT: This Veteran still needs to have their Identity Proofing completed.
 Follow the steps below:

1. Copy the Veteran's ICN above and click here to open the [Identity Management Toolkit](#) in another window.
2. Complete Proofing for the Veteran in Identity Management Toolkit.
3. Enter Veteran's ICN on Step 1 of the VHIC Card Request Process.
4. Complete card request process and submit.

Figure 5:33: Card Request Saved on Hold – Veteran Not Proofed

5.3. Resuming an On Hold VHIC Request: Veteran NOT Level 2 Proofed Hold Reason

When the Associate resumes a card request that has been placed On Hold, they will still be taken through the same steps as though it was a New Card or a Replacement. The Associate won't be shown that this is an On Hold Request until they get to Step 4.

5.3.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from the Identity Management Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.



NOTE: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 5:34: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Since the VHIC user would have just completed the Identity Proofing process in the Identity Management Toolkit application, the VHIC user can paste the Veteran's ICN in this screen that was copied from Identity Management Toolkit, then click on **[Search]** to proceed to the next step.

Veteran Health Identification Card (VHIC)
 Home Card Request Reports Card Management Logged in as: [User Name] [Skip to Content](#)

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Select Mailing Address **Step 5** Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
 (Click here to open [Identity Management ToolKit](#) in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name
 Last Name
 First Name
 Middle Name

Person
 Date of Birth (DOB format: YYYYMMDD)
 Gender
 Home Phone

Address
 Street Address
 City
 State
 Zip Code

Identification
 SSN (format: #####-##)
 EDIPI / Member ID
 ICN

Figure 5:35: Enter Search Terms screen

5.3.2. Step 2: Select Veteran

Once the search has completed, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the Veteran's name which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.



Figure 5:36: Select Veteran screen

5.3.3. Reuse Existing Image

In the event the Veteran has an existing photo in the system that is less than ten years old, this will appear in the image capture area upon entry to Step 3. If this image meets the required guidelines, it may be reused for the current card request process. Simply click **[Next]** to continue on to Step 4.

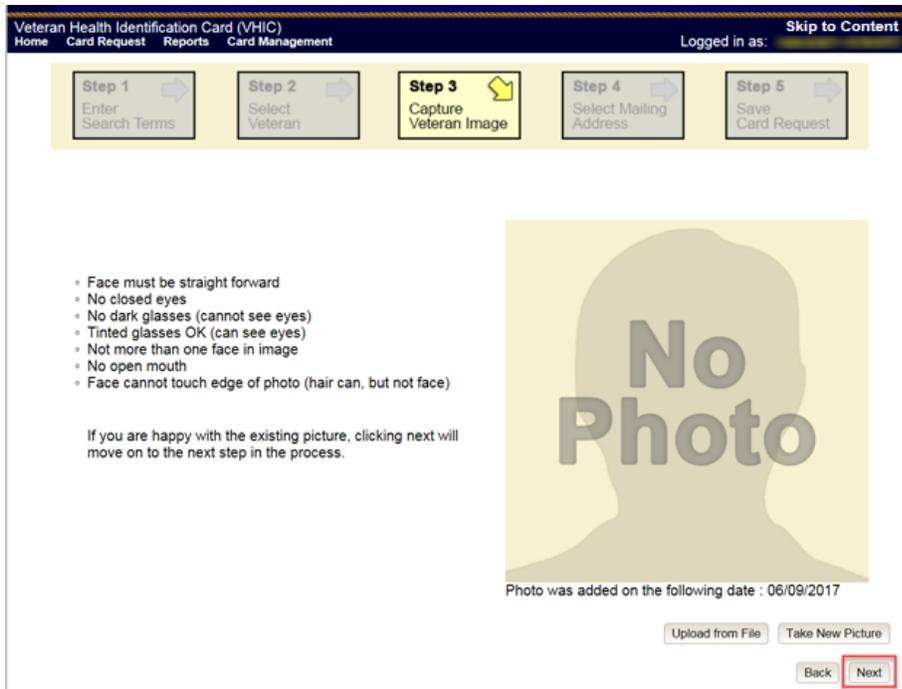


Figure 5:37: Capture Veteran Image screen – Reuse Existing Photo; click Next

VHIC will then ask the user to confirm that they want to reuse the existing photo and then they would click [OK] to continue on to the next step.

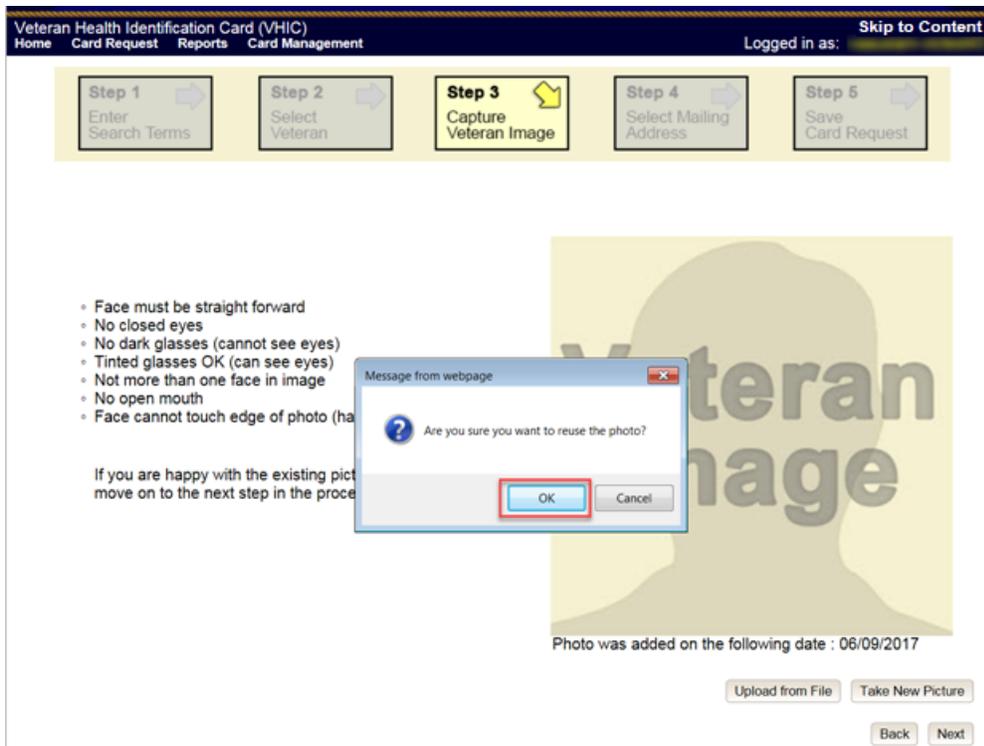


Figure 5:38: Capture Veteran Image screen – Reuse Existing Photo; click OK

5.3.4. Step 4: Select Mailing Address

This screen displays the information retrieved from the Master Veteran Index (MVI) and the Enrollment System (ES) for the selected Veteran. The purpose of this screen is to determine where the Veteran's card should be mailed.

At the top of the Step 4 screen is the Status section. Since this card request for the Veteran was placed on hold due to Veteran Not Proofed, a warning will appear at the top of the page and the status of *On Hold* will be listed.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home [Card Request](#) [Reports](#) [Card Management](#) Logged in as: _____

Step 1 Enter Search Terms

Step 2 Select Veteran

Step 3 Capture Veteran Image

Step 4 Select Mailing Address

Step 5 Save Card Request

WARNING: Veteran not Identity Proofed
(Select the address to have card mailed to and click Next to place the card request on hold)

Bad requesting facility address for Facility ID 508 - no address available
Bad preferred facility address for Facility ID 983 - no address available

Veteran Identity Confirmation

Status

Card Request Status On Hold

Veteran Identity Attributes

First Name

Last Name

Preferred Name

Date of Birth

Requesting Facility Address

Facility Name

Facility Address

Address

Mail card to: Address received from Enrollment Services
 Address received from MVI
 Requesting facility
 Preferred facility

Recipient

Street 1

Street 2

Street 3

City

State

Zip Code

Province

Postal Code

Country

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?

Figure 5:39: Select Mailing Address screen

This step provides several mailing options for the card:

- Mail to the address received from Enrollment Services
- Mail to the address received from MVI
- Mail to the requesting facility. If requesting facility is not known a message will be displayed above for the on-hold condition and the Requesting facility button will be grayed out.
- Mail to the Preferred Facility



NOTE: If Enrollment has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts **not** to update their information with ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process.



NOTE: If MVI has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts **not** to update their information with MVI or ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.



NOTE: If no preferred facility information has been received from ES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the information on the screen is a correct match, select the **[Next]** button in the lower right hand to move forward.

5.3.5. Status Section

At the top of the Step 4 screen is the Status section. Since this card request for the Veteran was placed on hold, the status of *On Hold* will be listed along with the On Hold reason.

5.3.6. Step 5: Save Card Request

This brings us to Step 5 – Save Card Request. This screen allows the VHIC User to verify all of the information shown on the screen as being correct.

This screen contains the following information for review:

- Name as it will appear on card
- Address card will be mailed to (*this also contains the name as it will appear in the mailing address*)
- Replacement reason (*if applicable*)
- Reason for hold (*if applicable*)
- Service connected status
- Medal of Honor status
- Purple Heart status
- Prisoner of War status
- Branch of Service selection
- Date of Birth

Other fields that either will be populated or will populate upon final submission are:

- Card Number (populates upon final submission)
- Member ID
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

5.3.6.1. Branch of Service

If available, the Veteran's Branch of Service options will be displayed on screen. The Veteran should be given the opportunity to select which logo they would prefer to appear on their card or if they would like to decline the logo option altogether (*default*). The appropriate radio button should be selected based upon the Veteran's preference. Only those branches of service that are listed in the Enrollment System and in which the Veteran has served will be shown. This will need to be chosen before submitting the card request.



NOTE: Only one Branch of Service logo can appear on the card; those with more than one branch will have to select one, or decline to show any logo.

A screenshot of a web form titled "Branch Of Service". The form contains two radio button options: "Army" (which is selected) and "Veteran Declines Branch of Service Logo". A blue question mark icon is located in the bottom-left corner of the form's container.

Figure 5:40: Branch of Service Selection

If a Branch of Service option is available to the Veteran, the VHIC associate will see that on this screen and will need to ask the Veteran’s preference for which, if any, BoS they would like to appear on the card.

5.3.6.1.1. Placing the Card on Hold

Proceeding with the request and placing the card in Hold status, the user would click on the **[Hold]** button.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home [Card Request](#) [Reports](#) [Card Management](#) Logged in as:

Step 1
Enter Search Terms

Step 2
Select Veteran

Step 3
Capture Veteran Image

Step 4
Select Mailing Address

Step 5
Save Card Request

Veteran Card Details



Name as it will appear on card:
FOUR VAPATIENT

Preferred name:
THIRTY

Address card will be mailed to:
VGTESTTHIRTYNIN TESTFOURTYNINE
10043 S AVENUE M
CHICAGO, IL 60617-5911 USA

Replacement Reason:
Not a replacement card

Service Connected	Y	Card Number	
Medal of Honor	N	Member ID	2113667187
Purple Heart	N	ICN	1013679341V010442
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	11/16/1960

Card Status **Saved On Hold**
Card Request Date **05/31/2022**

Branch Of Service

Air Force
 Veteran Declines Branch of Service Logo

Reason for Hold:

Bad data

Details:

Figure 5:41: Saving a VHIC Card in Hold Status

i NOTE: The Preferred Name listed on the preview screen will not be printed on the card. It is only housed in the VHIC system.

A pop-up message will appear informing the user that a manual release will be required for the card in order to complete the card request process. The user will click the [OK] button to continue to put the card on hold.

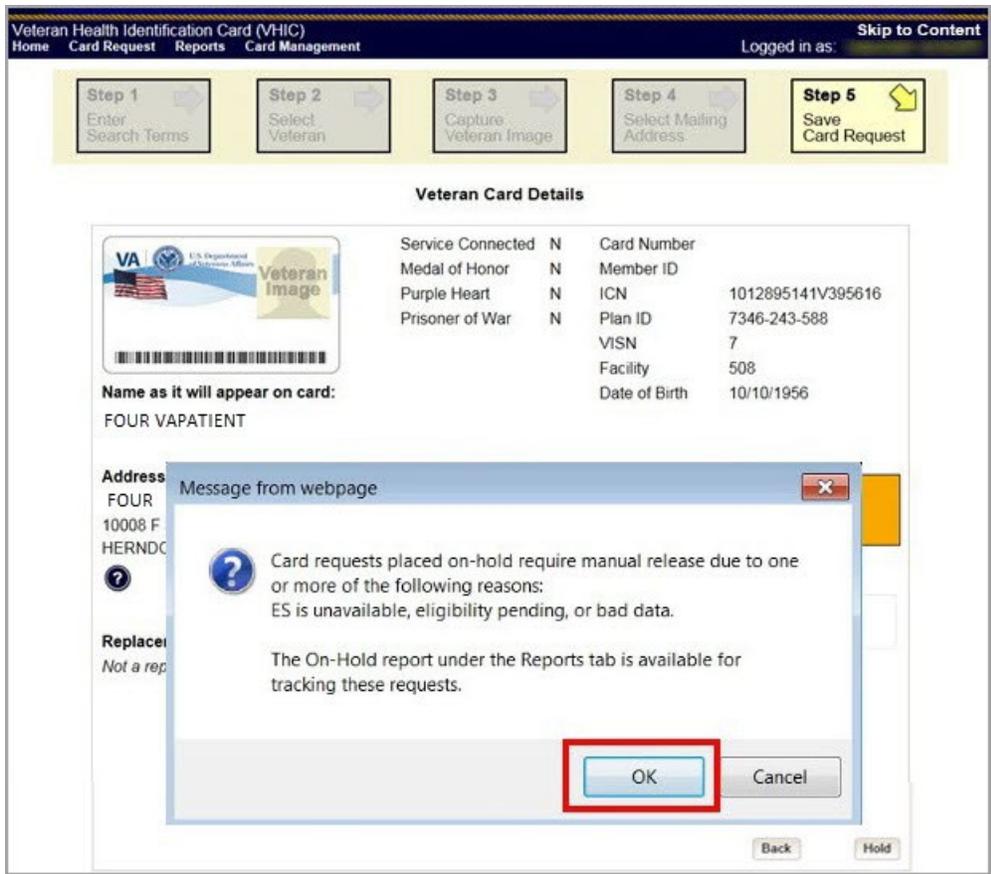


Figure 5:42: On Hold Pop Up Reminder

5.3.6.1.2. Completing the Card Request

Proceeding with the card request, VHIC user can now click **[Submit]** to complete the card request.

Veteran Health Identification Card (VHIC) | Home | Card Request | Reports | Card Management | Logged in as: | Skip to Content

Step 1: Enter Search Terms | Step 2: Select Veteran | Step 3: Capture Veteran Image | Step 4: Select Mailing Address | Step 5: Save Card Request

Veteran Card Details

	Service Connected	N	Card Number	
	Medal of Honor	N	Member ID	
	Purple Heart	N	ICN	1012895141V395616
	Prisoner of War	N	Plan ID	7346-243-588
			VISN	7
			Facility	508
			Date of Birth	10/10/1956

Name as it will appear on card:
FOUR VAPATIENT

Address card will be mailed to:
FOUR VAPATIENT
10008 F STREET
HERNDON, VA 20171 USA

Replacement Reason:
Not a replacement card

Branch Of Service:
 Army
 Veteran Declines Branch of Service Logo

Reason for Hold:
Bad data

Back | Submit

Figure 5:43: Save Card Request review screen; click Submit

This screen shows that the Card Request was submitted successfully.

If a Branch of Service was selected on the previous screen. The designated choice will appear here, as well as the Expiration Date and the Replacement Reason.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request

Veteran Card Details



Name as it will appear on card:
FOUR VAPATIENT

Address card will be mailed to:
FOUR VAPATIENT
10008 F STREET
HERNDON, VA 20171 USA

Replacement Reason:
Not a replacement card

Service Connected	N	Card Number	6857
Medal of Honor	N	Member ID	
Purple Heart	N	ICN	1012895141V395616
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	10/10/1956
		Expiration Date	7/6/2027

Card Status Submitted
Card Request Date 07/06/2017

Army

Reason for Hold:
Not Applicable

Figure 5:44: Card Request Submitted

5.4. Replacement VHIC: Veteran Level 2 Proofed through Identity Management Toolkit

5.4.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from the Identity Management Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.



NOTE: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 5:45: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to open Identity Management Toolkit in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name
Last Name
First Name
Middle Name

Person
Date of Birth (DOB format: YYYYMMDD)
Gender
Home Phone

Address
Street Address
City
State
Zip Code

Identification
SSN (format: #####-####)
EDIPI / Member ID
ICN

Clear Search

Figure 5:46: Enter Search Terms screen

5.4.2. Step 2: Select Veteran

Once the search has completed, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the Veteran’s name which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.



Figure 5:47: Select Veteran screen

5.4.3. Step 3: Capture Veteran Image

Once a selection has been made, the next step in the process is to capture the Veteran image. VHIC provides several ways to handle this operation: Take New Picture, Upload from file, or Reuse Existing Image.

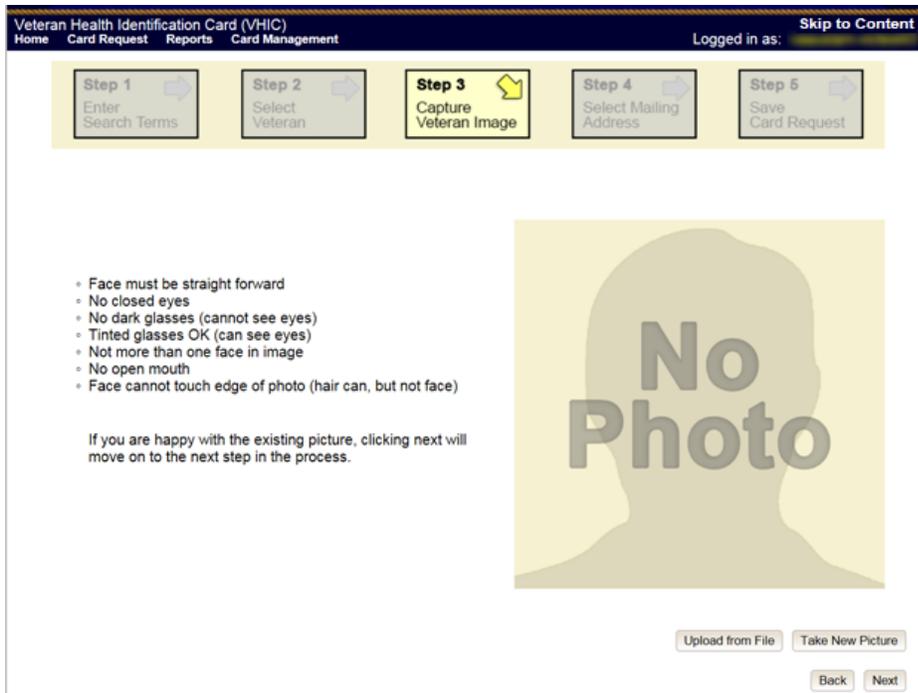


Figure 5:48: Step 3 - Capture Veteran Image screen

5.4.3.1. Take New Picture

Upon arriving to the Capture Veteran Image page, if there is no useable image for the Veteran already on file, a “No Photo” image will appear in the image capture area. Click **[Take New Picture]** to capture the Veteran’s image. The camera should become active and the Veteran should be visible in the image capture window.

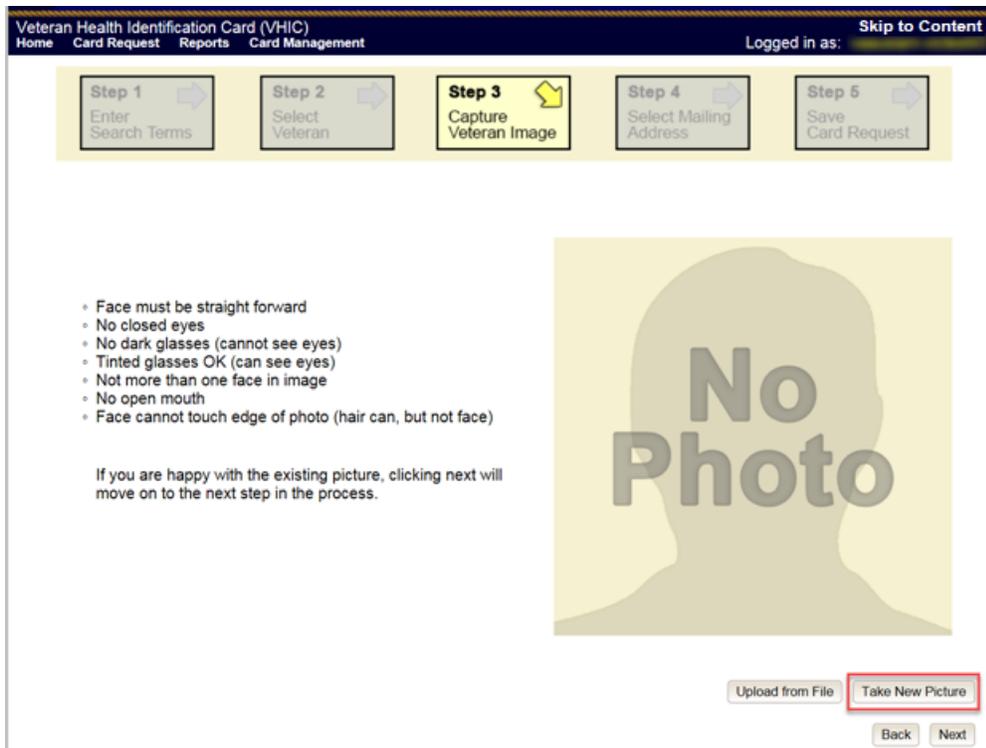


Figure 5:49: Capture Veteran Image screen – Take New Picture

Using the provided silhouette, ensure that the Veteran is lined up properly. Prior to clicking **[Capture Image]** ensure the additional image capture guidelines provided on screen are met:

- Face must be straight forward
- No closed eyes
- No dark glasses (cannot see eyes)
- Tinted glasses OK (can see eyes)
- Not more than one face in image
- No open mouth
- Face cannot touch edge of photo (hair can, but not face)



Figure 5:50: Capture Veteran Image screen – Capture Image

Once the image is captured, take a moment to review that the image meets all desired guidelines before proceeding. If the image is acceptable, click **[Next]** to continue on to the next step.

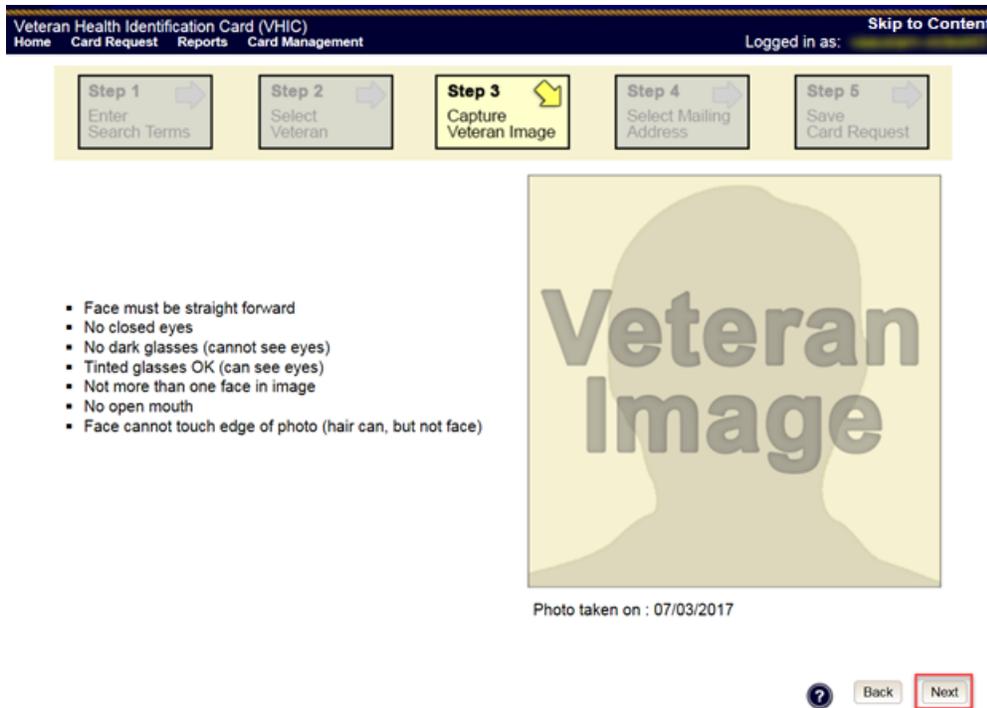


Figure 5:51: Capture Veteran Image screen – Accept new photo; click Next

i **NOTE:** If the image does not meet the guidelines or the Veteran would prefer a new photo be taken or uploaded, this can be done at this point as well by clicking the **[Back]** button to take a new picture or upload a photo.

5.4.3.2. Upload from File

In some cases, it may be necessary to upload an image for a Veteran (i.e., they are unable to be present during the card request process due to health issues, etc.) In these cases, VHIC offers the option to upload a photo by selecting the **[Upload from File]** option.

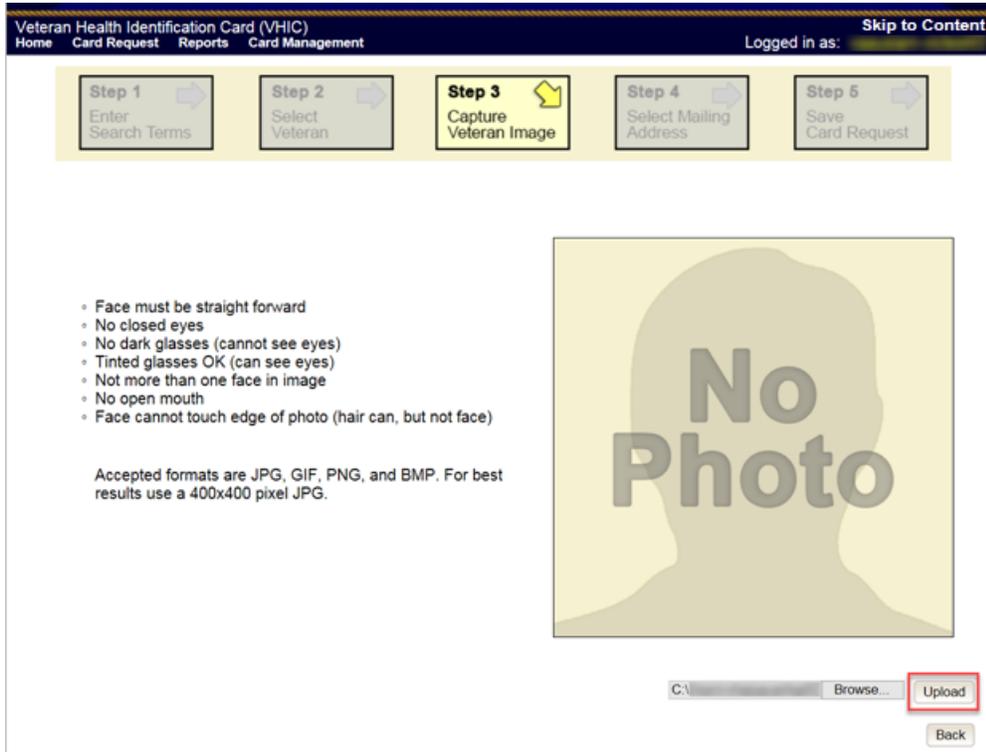


Figure 5:52: Capture Veteran Image screen – Upload from File

Once this option is selected, a **[Browse...]** button will appear next to a text field. Clicking this button will open up another window to allow for the desired image to be located and selected. The accepted file formats are JPG, GIF, PNG, and BMP. For best results use a 400x400 pixel JPG image. It should also be noted that any adjustments that need to be made to the image to meet the specified guidelines, such as crop and resize, this should be done before the image is uploaded.

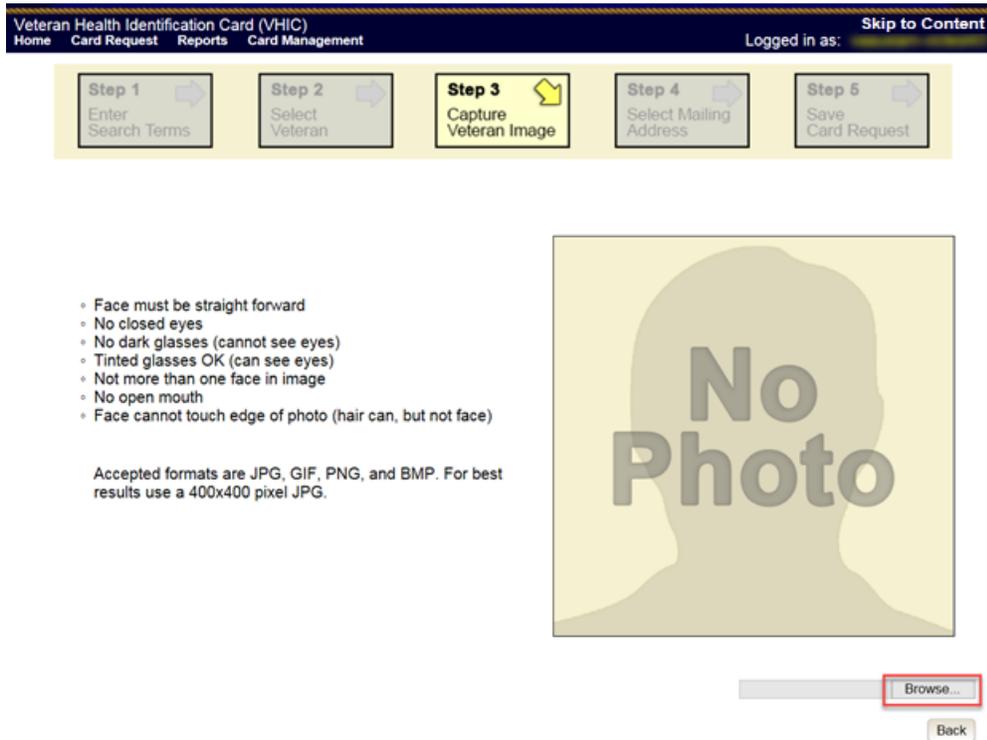


Figure 5:53: Capture Veteran Image screen – Upload photo; click Browse

Once the file has been selected, an **[Upload]** button will become available. Clicking this will import the image and it will now be visible in the image capture area.

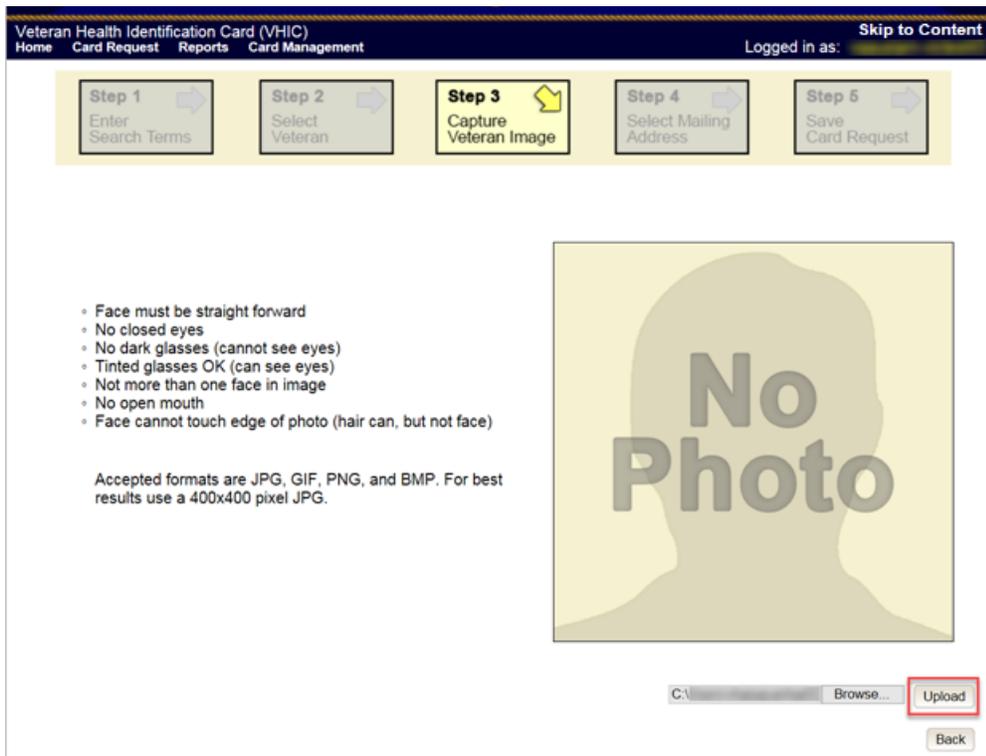


Figure 5:54: Capture Veteran Image screen – Upload photo; click Upload

The user can move the slider below the image window to zoom the image in or out to match the silhouette, the image can also be dragged to line the Veteran's face inside the silhouette as well.

Once again, be sure to review the image to ensure it meets the specified guidelines before clicking the [Next] button to continue.

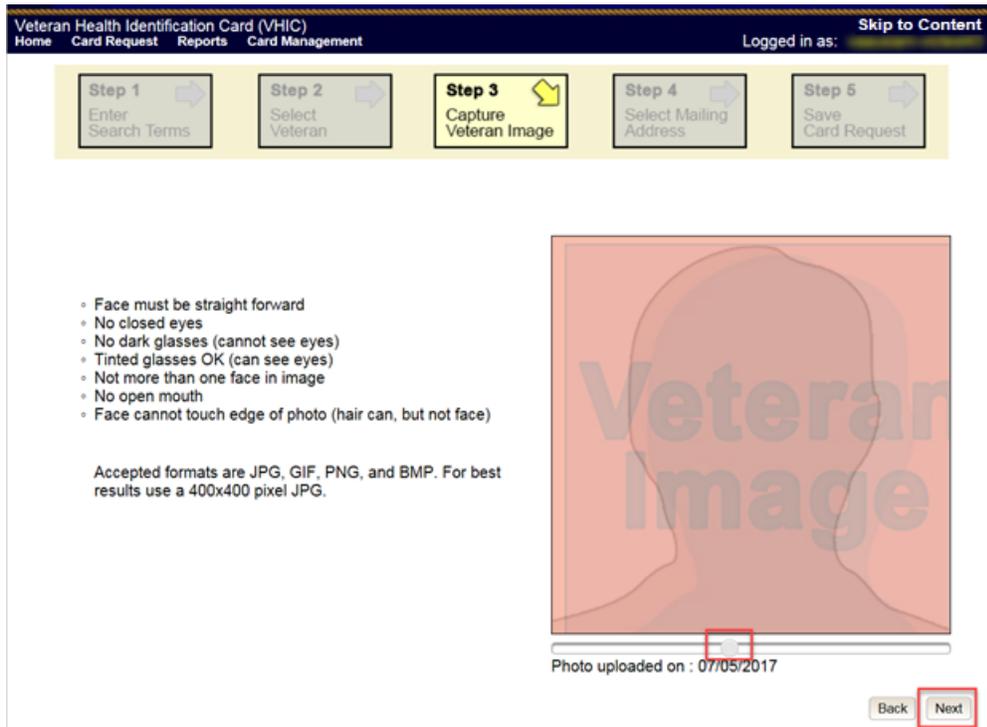


Figure 5:55: Capture Veteran Image screen – Edit photo; click Next

5.4.3.3. Reuse Existing Image

In the event the Veteran has an existing photo in the system that is less than ten years old, this will appear in the image capture area upon entry to Step 3. If this image meets the required guidelines, it may be reused for the current card request process. Simply click [Next] to continue on to Step 4.

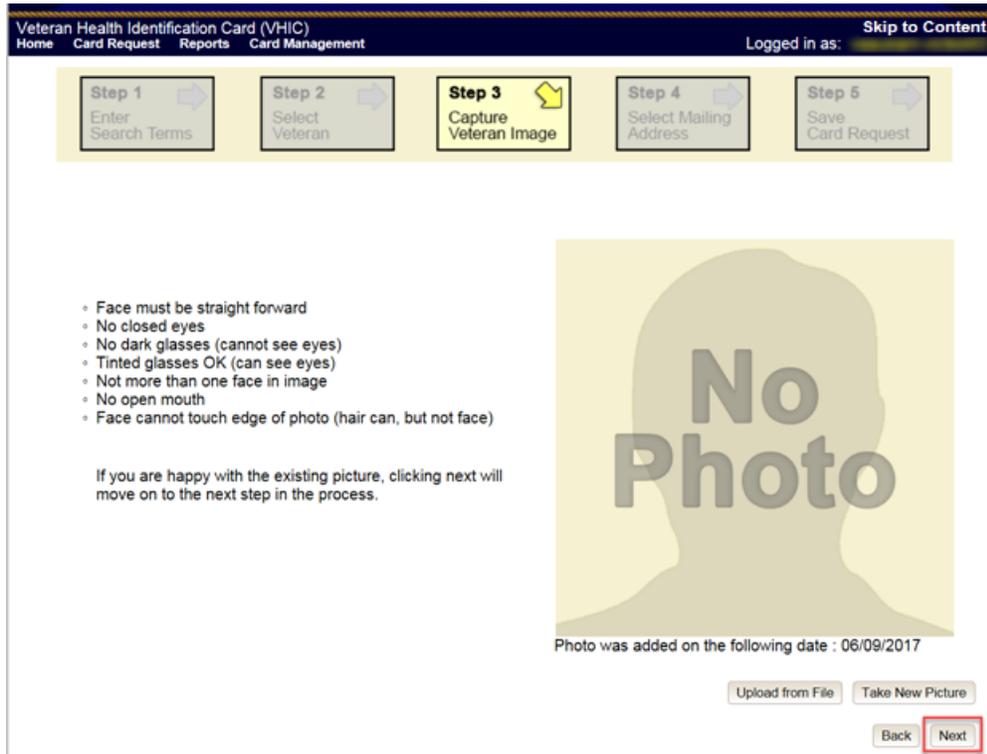


Figure 5:56: Capture Veteran Image screen – Reuse Existing Photo; click Next

The VHIC application will ask the user to confirm that they want to reuse the existing photo for this Veteran. Click the [OK] button to continue to Step 4: Verify Identity Attributes.

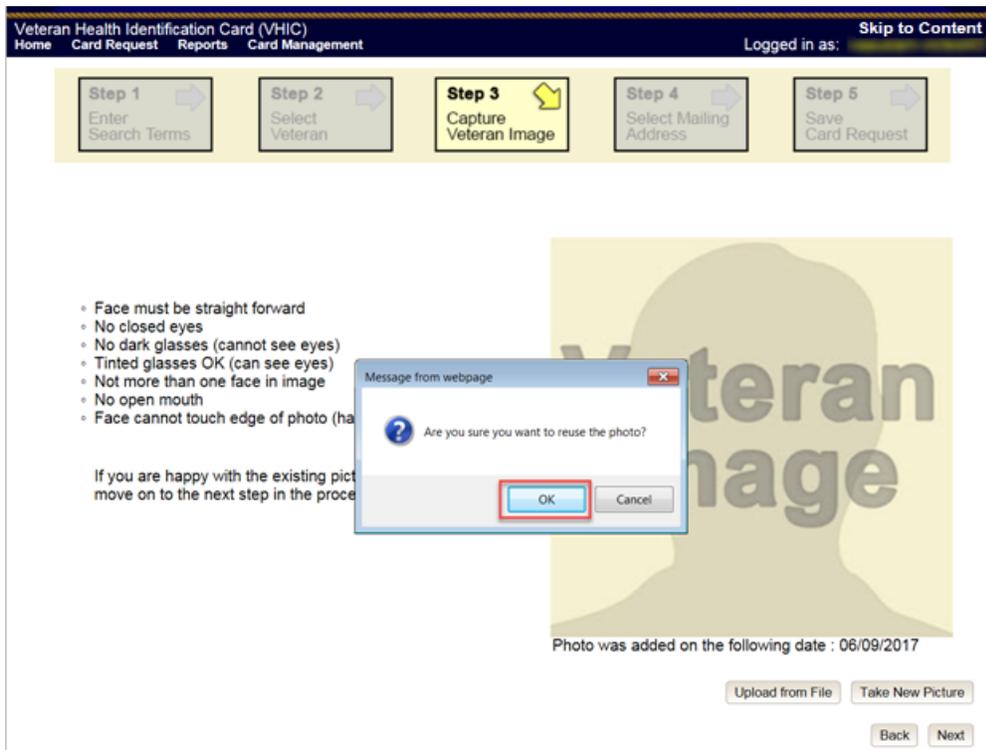


Figure 5:57: Capture Veteran Image screen – Reuse Existing Photo; click OK

i **NOTE:** If the image does not meet the guidelines or the Veteran would prefer a new photo be taken or uploaded, this can be done at this point as well by selecting either [Upload from File] or [Take New Picture].

5.4.4. Step 4: Verify Identity Attributes

This screen displays the information retrieved from the Master Veteran Index (MVI) and the Enrollment System (ES) for the selected Veteran. The purpose of this screen is to determine where the Veteran's card should be mailed.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Logged in as:

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image **Step 4 Select Mailing Address** Step 5 Save Card Request

Veteran Identity Confirmation

Status
Card Request Status New

Veteran Identity Attributes
First Name VGTSTTHIRTYNIN
Last Name TESTFOURTYNINE
Preferred Name THIRTY
Date of Birth 11/16/1960

Requesting Facility Address
Facility Name
Facility Address

Address
Mail card to:
 Address received from Enrollment Services
 Address received from MVI
 Requesting facility
 Preferred facility

Recipient VGTSTTHIRTYNIN TESTFOURTYNINE
Street 1 110043 S AVENUE M
Street 2
Street 3
City CHICAGO
State IL
Zip Code 60617-5911
Province
Postal Code
Country USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?

[?](#)

VA Home Privacy FOIA Regulations Web Policies No FEAR Act Site Index Inspector General
U.S. Department of Veterans Affairs - 810 Vermont Avenue, NW - Washington, DC 20420
VHIC 4.21:1 bkl 15
Card Request: Verify Identity Screen

Figure 5:58: Select Mailing Address screen



NOTE: If the Veteran has a Preferred Name on file it will appear as seen in *Figure 5:58: Select Mailing Address screen*

This step provides several mailing options for the card:

- Mail to the address received from Enrollment Services
- Mail to the address received from MVI
- Mail to the requesting facility. If requesting facility is not known a message will be displayed above for the on-hold condition and the Requesting facility button will be grayed out. Mail to the Preferred Facility

 **NOTE:** If Enrollment has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts to **not** update their information with ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process.

 **NOTE:** If MVI has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts **not** to update their information with MVI or ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

 **NOTE:** If no preferred facility information has been received from ES or the preferred facility address is flagged as bad in the VHIC system, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the information on the screen is a correct match, select the **[Next]** button in the lower right hand to move forward.

5.4.5. Status Section

At the top of the Step 4 screen is the Status section. When going through the card request process, one of the following Card Request Status options will be displayed: *New*, *Replacement*, or *On Hold*. If the card was previously placed on hold, the reason it was placed on hold will be listed here as well. If this is not the first card for the Veteran, the status of *Replacement* will be listed along with a drop-down list for selecting a *Replacement Reason*.



The screenshot shows a form titled "Status". It contains two fields: "Card Request Status" with the value "Replacement" and "Replacement Reason" with the value "NOT SELECTED" and a downward-pointing arrow indicating a dropdown menu.

Figure 5:59: Card Request Status section

If the *Card Request Status* is *Replacement*, a selection must be made from the drop-down list as to why the card is being replaced. The available options are: *Damaged*, *Expired*, *Incorrect Information*, *Lost*, *Poor Quality*, or *Stolen*.

5.4.5.1. Replacement Options

If the Card Request Status is *Replacement*, a Replacement Reason will have to be provided before the card request process can continue. Based on the primary replacement reason selected, a secondary reason may need to be provided. The options selected here will appear on the final Step 5 screen under *Replacement Reason*.

The following are the available primary replacement reasons:

- Damaged
- Deactivated
- Expired
- Incorrect information
- Lost
- Poor Quality
- Stolen

Card Request Status	Replacement
Replacement Reason	<input type="text" value="NOT SELECTED"/> <ul style="list-style-type: none"> Damaged Expired Incorrect Information Lost Poor Quality Stolen
Veteran Identity Attribution	
First Name	
Last Name	

Figure 5:60: Replacement Reason drop-down list

If *Poor Quality* is selected as a primary replacement reason, one of the following must be selected:

- Photo
- Text
- Other

Card Request Status	Replacement
Replacement Reason	<input type="text" value="Poor Quality"/>
Poor Quality	<input type="text" value="NOT SELECTED"/> <ul style="list-style-type: none"> Other Photo Text
Veteran Identity Attribution	

Figure 5:61: Poor Quality Replacement Reasons

If *Damaged* is selected as a primary replacement reason, one of the following must be selected:

- Barcode not working
- Magnetic stripe not working
- Other physical damage

Card Request Status	Replacement
Replacement Reason	<input type="text" value="Damaged"/>
Damaged	<input type="text" value="NOT SELECTED"/> <ul style="list-style-type: none"> Barcode not working Magnetic stripe not working Other physical damage
Veteran Identity Attribution	

Figure 5:62: Damaged Replacement Reasons

If *Incorrect Information* is selected as a primary replacement reason, one of the following must be selected:

- Branch of Service
- Date of Birth
- Member ID
- ICN
- Member Benefit Plan ID
- Name
- Photo
- Prisoner of War
- Purple Heart
- Service Connected

Other

Card Request Status	Replacement
Replacement Reason	Incorrect Information ▼
Incorrect Information	<div style="border: 1px solid black; padding: 2px;"> <p>NOT SELECTED</p> <p>Branch of Service</p> <p>Date of Birth</p> <p>ICN</p> <p>Member Benefit Plan ID</p> <p>Member ID</p> <p>Name</p> <p>Other</p> <p>Photo</p> <p>Prisoner of War</p> <p>Purple Heart</p> <p>Service Connected</p> </div>
Veteran Identity Attribute	
First Name	
Last Name	
Date of Birth	
Address	

Figure 5:63: Incorrect Information Replacement Reasons

5.4.6. Step 5: Save Card Request

This brings us to Step 5 – Save Card Request. This screen allows the VHIC Admin to verify all of the information shown on the screen as being correct.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as: [User Name]

Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request

Veteran Card Details

Name as it will appear on card:
VGTESTONE T TESTTHIRTEEN

Preferred name:
THIRTEEN

Address card will be mailed to:
VGTESTONE THIR TESTTHIRTEEN
10030 F STREET
RESTON, VA 20191 USA

Replacement Reason:
Damaged
Barcode not working

Service Connected	N	Card Number	
Medal of Honor	N	Member ID	2107398875
Purple Heart	N	ICN	1012896256V941508
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	8/8/1950

Card Status Pending

Card Request Date

Branch Of Service

- United States Public Health Service (USPHS)
- Coast Guard
- Merchant Seamen
- Space Force
- Navy
- Army
- Air Force
- Marine Corps
- Veteran Declines Branch of Service Logo

Reason for Hold:
Bad data

Back Submit

Figure 5:64: Save Card Request review screen

i **NOTE:** The Preferred Name listed on the preview screen will not be printed on the card. It is only housed in the VHIC system.

This screen contains the following information for review:

- Name as it will appear on card
- Address card will be mailed to (*this also contains the name as it will appear in the mailing address*)
- Replacement reason (*if applicable*)
- Reason for hold (*if applicable*)
- Service connected status
- Medal of Honor status
- Purple Heart status
- Prisoner of War status
- Branch of Service selection
- Date of Birth

Other fields that either will be populated or will populate upon final submission are:

- Card Number (populates upon final submission)
- Member ID
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

5.4.6.1. Branch of Service

If available, the Veteran's Branch of Service options will be displayed on screen. The Veteran should be given the opportunity to select which logo they would prefer to appear on their card or if they would like to decline the logo option altogether (*default*). The appropriate radio button should be selected based upon the Veteran's preference. Only those branches of service that are listed in the Enrollment System and in which the Veteran has served will be shown. This will need to be chosen before submitting the card request.



NOTE: Only one Branch of Service logo can appear on the card; those with more than one branch will have to select one, or decline to show any logo.

A screenshot of a web form titled "Branch Of Service". It features two radio button options: "Army" (which is selected) and "Veteran Declines Branch of Service Logo". A blue question mark icon is located in the bottom-left corner of the form's container.

Figure 5:65: Branch of Service Selection

5.4.6.2. Save Card Request: Replacement

Saving and submitting a replacement card request is essentially the same as submitting a new card request. The only variation will be the replacement reason. The selections made earlier in Step 4 will be reflected on this screen under the Replacement Reason section.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request

Veteran Card Details

	Service Connected N	Card Number	6857
	Medal of Honor N	Member ID	
	Purple Heart N	ICN	1012895141V395616
	Prisoner of War N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	10/10/1956
		Expiration Date	7/6/2027

Name as it will appear on card:
FOUR VAPATIENT

Address card will be mailed to:
FOUR VAPATIENT
10008 F STREET
HERNDON, VA 20171 USA

Replacement Reason:
Not a replacement card

Reason for Hold:
Not Applicable

Card Status Submitted
Card Request Date 07/06/2017

Figure 5:66: Replacement Card Request Submitted

5.5. Placing a Replacement VHIC Request On Hold Manually: Veteran Level 2 Proofed

This section will show how the process flow should go when the VHIC associate enters in a Veteran who is listed in MVI, ES, has a Proofing level of 2 and requesting a new card. During the process the Associate notices some of the Data is not correct.

5.5.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.



NOTE: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 5:67: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to open Identity Management Toolkit in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name
Last Name
First Name
Middle Name

Person
Date of Birth (DOB format: YYYYMMDD)
Gender
Home Phone

Address
Street Address
City
State
Zip Code

Identification
SSN (format: #####-####)
EDIPI / Member ID
ICN [12661460V1474 xj]

Clear Search

Figure 5:68: Enter Search Terms screen

5.5.2. Step 2: Select Veteran

Once the search has completed, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the Veteran's name which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.



Figure 5:69: Select Veteran screen

5.5.3. Reuse Existing Image

In the event the Veteran has an existing photo in the system that is less than ten years old, this will appear in the image capture area upon entry to Step 3. If this image meets the required guidelines, it may be reused for the current card request process. Simply click [Next] to continue on to Step 4.

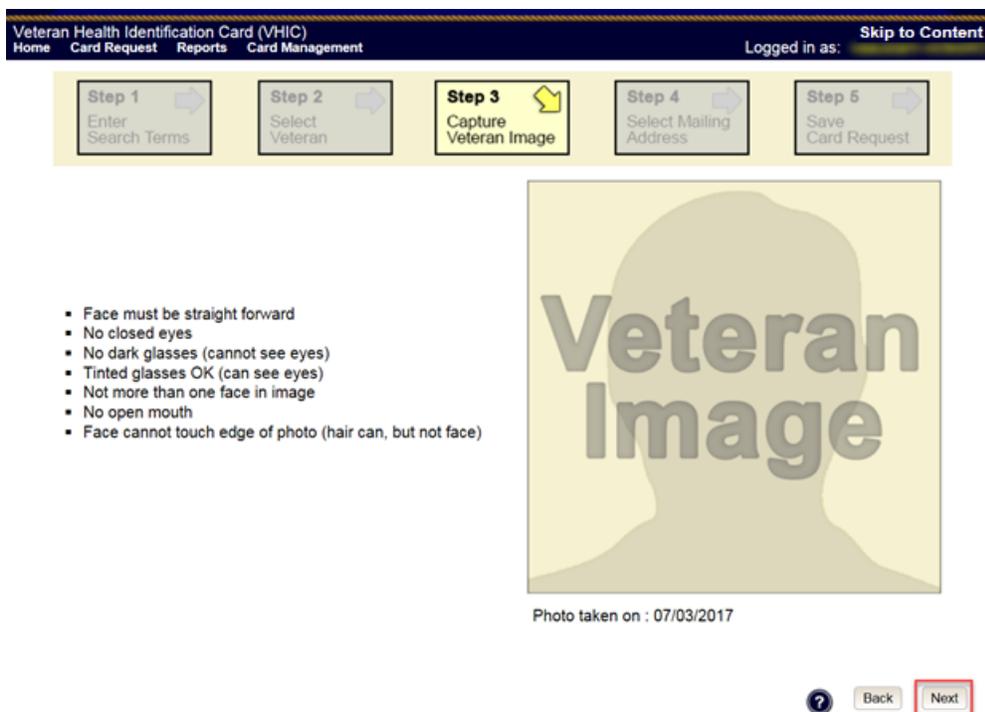


Figure 5:70: Capture Veteran Image screen – Reuse Existing Photo; click Next

VHIC will then ask the user to confirm that they want to reuse the existing photo and then they would click **[OK]** to continue on to the next step.

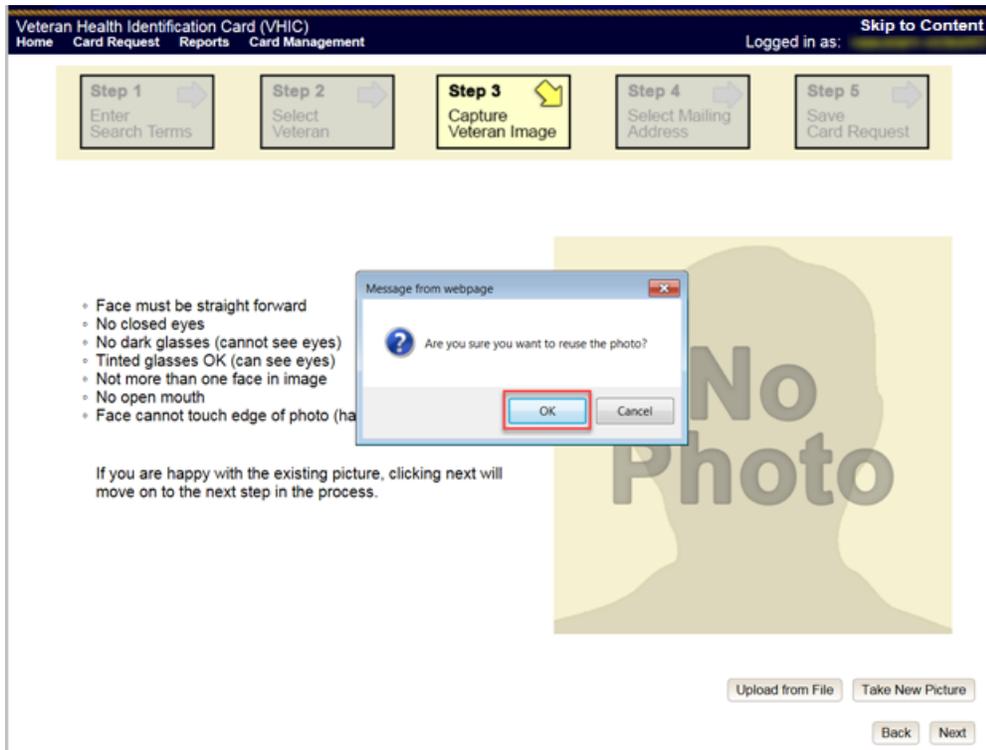


Figure 5:71: Capture Veteran Image screen – Reuse Existing Photo; click OK

5.5.4. Step 4: Select Mailing Address

This screen displays the information retrieved from the Master Veteran Index (MVI) and the Enrollment System (ES) for the selected Veteran. The purpose of this screen is to determine where the Veteran's card should be mailed.

Figure 5:72: Select Mailing Address screen

This step provides several mailing options for the card:

- Mail to the address received from Enrollment Services
- Mail to the address received from MVI
- Mail to the requesting facility. If requesting facility is not known a message will be displayed above for the on-hold condition and the Requesting facility button will be grayed out.
- Mail to the Preferred Facility



NOTE: If Enrollment has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts to **not** update their information with ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process.



NOTE: If MVI has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts **not** to update their information with MVI or ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.



NOTE: If no preferred facility information has been received from ES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the information on the screen is a correct match, select the **[Next]** button in the lower right hand to move forward.

5.5.5. Status Section

At the top of the Step 4 screen is the Status section. When going through the card request process, one of the following Card Request Status options will be displayed: *New*, *Replacement*, or *On Hold*. If the card was previously placed on hold, the reason it was placed on hold will be listed here as well. If this is not the first card for the Veteran, the status of *Replacement* will be listed along with a drop-down list for selecting a *Replacement Reason*.



The screenshot shows a form titled "Status". It contains two fields: "Card Request Status" with the value "Replacement" and "Replacement Reason" with the value "NOT SELECTED" and a downward-pointing arrow indicating a dropdown menu.

Figure 5:73: Card Request Status section

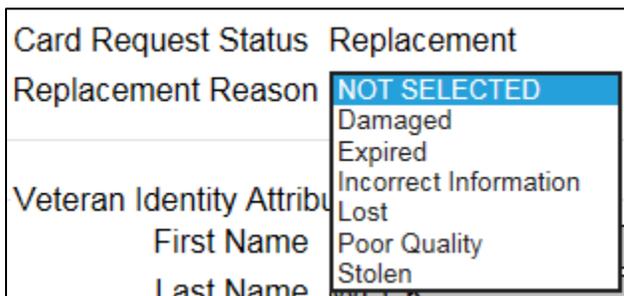
If the *Card Request Status* is *Replacement*, a selection must be made from the drop-down list as to why the card is being replaced. The available options are: *Damaged*, *Expired*, *Incorrect Information*, *Lost*, *Poor Quality*, or *Stolen*.

5.5.5.1. Replacement Options

If the Card Request Status should be Replacement, a Replacement Reason will have to be provided before the card request process can continue. Based on the primary replacement reason selected, a secondary reason may need to be provided. The options selected here will appear on the final Step 6 screen under *Replacement Reason*.

The following are the available primary replacement reasons:

- Damaged
- Deactivated
- Expired
- Incorrect information
- Lost
- Poor Quality
- Stolen



The screenshot shows a form with a dropdown menu open. The form fields are "Card Request Status" (Replacement), "Replacement Reason" (NOT SELECTED), "Veteran Identity Attribution" (First Name, Last Name). The dropdown menu lists the following options: NOT SELECTED, Damaged, Expired, Incorrect Information, Lost, Poor Quality, and Stolen.

Figure 5:74: Replacement Reason drop-down list

If *Poor Quality* is selected as a primary replacement reason, one of the following must be selected:

- Photo
- Text
- Other

Card Request Status	Replacement
Replacement Reason	Poor Quality
Poor Quality	NOT SELECTED
	Other
	Photo
Veteran Identity Attribution	Text

Figure 5:75: Poor Quality Replacement Reasons

If *Damaged* is selected as a primary replacement reason, one of the following must be selected:

- Barcode not working
- Magnetic stripe not working
- Other physical damage

Card Request Status	Replacement
Replacement Reason	Damaged
Damaged	NOT SELECTED
	Barcode not working
	Magnetic stripe not working
Veteran Identity Attribution	Other physical damage

Figure 5:76: Damaged Replacement Reasons

If *Incorrect Information* is selected as a primary replacement reason, one of the following must be selected:

- Branch of Service
- Date of Birth
- Member ID
- ICN
- Member Benefit Plan ID
- Name
- Photo
- Prisoner of War
- Purple Heart
- Service Connected
- Other

Card Request Status	Replacement
Replacement Reason	Incorrect Information ▼
Incorrect Information	NOT SELECTED
	Branch of Service
	Date of Birth
	ICN
	Member Benefit Plan ID
Veteran Identity Attribution	Member ID
First Name	Name
Last Name	Other
Date of Birth	Photo
	Prisoner of War
	Purple Heart
Address	Service Connected

Figure 5:77: Incorrect Information Replacement Reasons

5.5.6. Step 5: Save Card Request

This brings us to Step 5 – Save Card Request. This screen allows the VHIC Admin to verify all of the information shown on the screen as being correct.

Veteran Health Identification Card (VHIC) Skip to Content

Home [Card Request](#) [Reports](#) [Card Management](#) [Site Management](#) Logged in as: _____

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Select Mailing Address **Step 5** Save Card Request

Veteran Card Details



Name as it will appear on card:
VGTESTONE T TESTTHIRTEEN

Preferred name:
THIRTEEN

Address card will be mailed to:
VGTESTONE THIR TESTTHIRTEEN
10030 F STREET
RESTON, VA 20191 USA

Replacement Reason:
Damaged
Barcode not working

Service Connected	N	Card Number	
Medal of Honor	N	Member ID	2107398875
Purple Heart	N	ICN	1012896256V941508
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	8/8/1950

Card Status Pending
Card Request Date

Branch Of Service

- United States Public Health Service (USPHS)
- Coast Guard
- Merchant Seamen
- Space Force
- Navy
- Army
- Air Force
- Marine Corps
- Veteran Declines Branch of Service Logo

Reason for Hold:
Bad data

Figure 5:78: Save Card Request review screen

This screen contains the following information for review:

- Name as it will appear on card
- Address card will be mailed to (*this also contains the name as it will appear in the mailing address*)
- Replacement reason (*if applicable*)
- Reason for hold (*if applicable*)
- Service connected status
- Medal of Honor status
- Purple Heart status
- Prisoner of War status
- Branch of Service selection
- Date of Birth

Other fields that either will be populated or will populate upon final submission are:

- Card Number (populates upon final submission)
- Member ID
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

If a Branch of Service option is available to the Veteran, the VHIC associate will see that on this screen and will need to ask the Veteran's preference for which, if any, BoS they would like to appear on the card.

If, after review, the Veteran states that an item is listed incorrectly (i.e., proper Branch of Service is not listed, Medal of Honor status is incorrect, etc.) the VHIC user can check the Bad data checkbox.

When this option is selected, the VHIC user must list the details of the bad data in the provided Details field. This information will be stored in the system and will appear upon submission as well as on Step 4 when this particular request is removed from hold.

The option to Submit is no longer available. Instead the VHIC user will click **[Hold]** to place the card request on hold.

5.5.6.1. Save Card Request: Manually saved On Hold

Upon submission, the colored field will change from yellow to orange indicating the card request was placed on hold. A Card Number will be generated as well as the Card Request Date.

The Expiration Date field will now be visible but will not be populated as the card request is not complete at this time. The Card Status is listed as Saved on Hold.

The screenshot displays the 'Veteran Health Identification Card (VHIC)' application interface. At the top, there is a navigation bar with 'Home', 'Card Request', 'Reports', and 'Card Management' links, and a 'Skip to Content' link. The user is logged in. Below the navigation bar is a progress indicator with five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). The main content area is titled 'Veteran Card Details' and contains a preview of the card, a list of service details, and a summary of the card status. The card status is highlighted in orange, indicating it is 'Saved On Hold' with a request date of '07/07/2017'. The replacement reason is 'Lost' and the reason for hold is 'Bad data: Name spelled wrong.'.

Veteran Card Details			
Service Connected	N	Card Number	6865
Medal of Honor	N	Member ID	1607956576
Purple Heart	N	ICN	1012894958V625284
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	10/10/1952
		Expiration Date	7/5/2027

Card Status Saved On Hold
Card Request Date 07/07/2017

Replacement Reason: Lost
Reason for Hold: Bad data: Name spelled wrong.

Figure 5:79: Replacement Card Request Saved On Hold

5.6. On Hold Reasons Explained

5.6.1. Veteran Not Proofed

User did NOT complete the proofing process using the Identity Management Toolkit application PRIOR to creating a VHIC request

If the VHIC user started the VHIC card request BEFORE going into the Identity Management Toolkit application and completing the proofing process, the VHIC application will display the Warning message on Step 4 of the card request process indicating that the Veteran has NOT been Identity Proofed. The VHIC user will see Veteran not proofed as the Reason for Hold on Step 5. The VHIC application will allow you to save the card request on hold. The card request will be saved for 30 days.

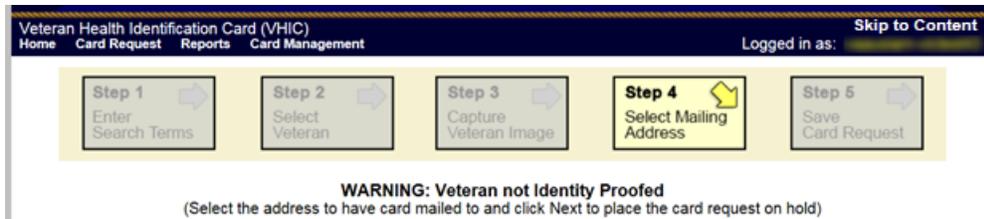


Figure 5:80: Veteran Not Proofed Warning message on Step 4: Select Mailing Address

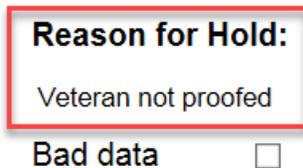


Figure 5:81: Reason for Hold: Veteran Not Proofed

Once the VHIC user completes the Identity Proofing in the Identity Management Toolkit application, they can return to the VHIC application to take the card request off hold. The VHIC user will start a card request as they would normally. The VHIC user will see the On Hold Reason – Veteran Not Proofed displayed on Step 4 of the card request process.

Veteran Identity Confirmation

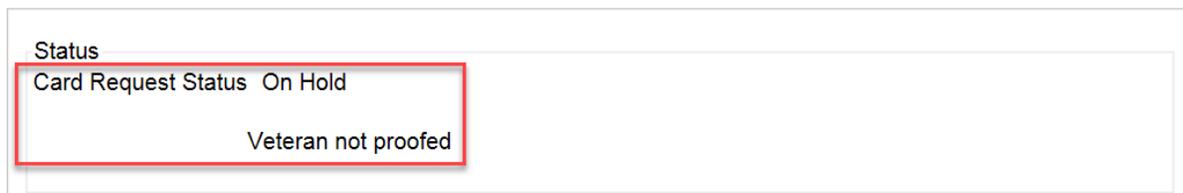


Figure 5:82: Card Request Status: On Hold - Veteran Not Proofed

Continue with the card request process and submit the card request as outlined in section [4.3 Resuming an On Hold VHIC Request: Veteran NOT Level 2 Proofed Hold Reason](#)

i **NOTE:** There is a background job that runs every morning at 8:00 a.m. Eastern Time that will check the proofing status of any cards placed on hold. As long as there are no other issues with the card request, the job will submit the card request to the print vendor.

5.6.2. Enrollment Services Unavailable

If you get to Step 6 and see the message “Enrollment Unavailable” displayed under **Reason for Hold**, which means that VHIC is unable to communicate to Enrollment Services at this time,

select the Branch of Service (if available) and click on the **[Hold]** button. This will save the card request for 30 days.



Reason for Hold:
Enrollment unavailable
Bad data

Figure 5:83: Reason for Hold: Enrollment Unavailable

Next, log a ticket by calling the REDACTED at REDACTED, option #3 (Applications), then option #1 or create a ticket through the **[yourIT]** shortcut on your desktop.

i **NOTE:** There is a background job that runs every morning at 8:00 a.m. Eastern Time that will check the eligibility status of any cards placed on hold.

- If the Eligibility status is confirmed as “Eligible” and there are no other issues with the card request, the job will submit the card request to the print vendor.
- If the Eligibility status is confirmed as “Not Eligible”, the card request will be terminated, and no card will be issued.

5.6.3. Eligibility Pending

If you get to Step 6 and see the message “Eligibility Pending” displayed under **Reason for Hold**, which means that Enrollment Services has returned an eligibility status of “Pending” at this time, select the Branch of Service (if available) and click on the **[Hold]** button. This will save the card request for seven (7) days.



Reason for Hold:
Eligibility Pending
Bad data

Figure 5:84: Reason for Hold: Eligibility Pending

i **NOTE:** The Veteran should go to Enrollment Services to have the record updated as needed. There is a background job that runs every morning at 8:00 a.m. Eastern Time that will check the eligibility status of any cards placed on hold.

- If the Eligibility status is confirmed as “Eligible” and there are no other issues with the card request, the job will submit the card request to the print vendor.
- If the Eligibility status is confirmed as “Not Eligible” or is not updated within Seven (7) days, the card request will be terminated, and no card will be issued.

5.6.4. Bad Data – Other

If you get to Step 6: Save Card Request and any information that is displayed on the screen needs to get changed/updated, click the checkbox next to Bad Data under Reason for Hold. A Details field will be displayed and you can enter a description on what information needs to be updated. Then select the Branch of Service (if available) and click on the **[Hold]** button. This will save the card request for 30 days.



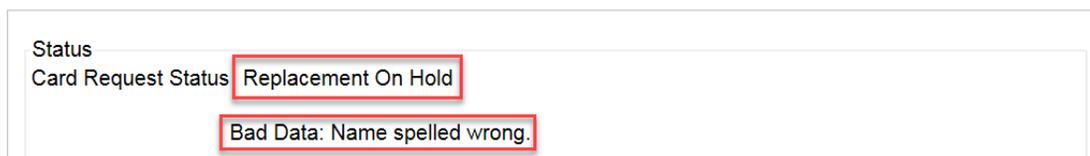
The screenshot shows a form titled "Reason for Hold:". Inside the form, there is a checkbox labeled "Bad data" which is checked. Below it is a text input field labeled "Details:" containing the text "Name Spelled Wrong".

Figure 5:85: Reason for Hold: Bad Data – Name Spelled Wrong

The Veteran should go to Enrollment Services to have the record updated as needed. A card request placed on hold with **Bad Data** as the **Reason for Hold** will NOT be updated and submitted by the background job.

The Veteran will need to return to complete the card request after they have had the information updated. You will need to start a card request as you would normally. On Step 4 of the card request process, you will see the On Hold Reason – Bad Data: (reason entered when saved) displayed.

Veteran Identity Confirmation



The screenshot shows a section titled "Veteran Identity Confirmation". It contains a "Status" field with the value "Replacement On Hold" and a "Card Request Status" field with the value "Bad Data: Name spelled wrong.".

Figure 5:86: Card Request Status: Replacement on Hold - Bad Data: Name Spelled Wrong

Continue with the card request process. When you get to Step 6, you will need to uncheck the checkbox next to Bad Data in order to be able to submit the card request.



The screenshot shows a form titled "Reason for Hold:". Inside the form, there is a checkbox labeled "Bad data" which is unchecked.

Figure 5:87: Reason for Hold: Bad Data Unchecked

5.6.5. No EDIPI

If you get to Step 6 and see the message “No EDIPI” displayed under Reason for Hold, it means that the VA does not have Defense Enrollment Eligibility Reporting System (DEERS) data for that individual at this time. Select the Branch of Service (if available) and click on the **[Hold]** button. This will save the card request for thirty (30) days and a request will be generated for HC IdM remediation once you select the hold button.

The screenshot shows a web form for a card request. On the left, it lists the address: "Address card will be mailed to: SIX VAPATIENT, 1217 MARLBORO DR, LITTLE ROCK, AR 72201 USA". Below this is a "Replacement Reason:" dropdown menu set to "Lost". To the right, there is a "Card Status" field showing "Pending" and a "Card Request Date" field. Below these is a "Branch Of Service" dropdown menu with options "Navy" and "Veteran Declines Branch of Service Logo" (selected). A "Reason for Hold:" section is highlighted with a red box, showing "No EDIPI" and "Bad data" with an unchecked checkbox. At the bottom right, there are "Back" and "Hold" buttons. A red arrow points to the "Hold" button.

Figure 5:88: Reason for Hold: No EDIPI

A Confirmation message will appear, select the **[OK]** button.

vic.sqa.iam.va.gov says

Card requests placed on-hold require manual release due to one or more of the following reasons:
ES is unavailable, eligibility pending, or bad data.

The On-Hold report under the Reports tab is available for tracking these requests.

A confirmation dialog box with two buttons: "OK" (blue) and "Cancel" (grey).

Figure 5:89: On Hold Request Confirmation Box

If a second request is generated before the thirty (30) days the user will get a message indicating that a request is open in the system.

Step 1 Enter Search Terms → **Step 2** Select Veteran → **Step 3** Capture Veteran Image → **Step 4** Select Mailing Address → **Step 5** Save Card Request

A service request for EDIPI generation already exists - please allow time for completion.

Veteran Card Details

<p>Name as it will appear on card: SIX F MPIPATIENT</p>	Service Connected	N	Card Number	12273
	Medal of Honor	N	Member ID	
	Purple Heart	N	ICN	1012991008V153263
	Prisoner of War	N	Plan ID	7346-243-588
			VISN	7
			Facility	508
			Date of Birth	4/4/1987
		Expiration Date	9/26/2028	

Figure 5:90: Active Request Exists in System Message

5.6.6. Imprecise Date of Birth

If you get to Step 6 and see the message “Invalid Date of Birth” displayed under Reason for Hold, it means that the VA received an imprecise Date of Birth, such as Month/year instead of Month/Date/Year. A request needs to be created for HC IdM remediation. Select the Branch of Service (if available) and click on the **[Hold]** button. This will save the card request for thirty (30) days and generate the remediation request for HC IdM.

Home Card Request Reports Card Management Site Management Logged in as: [User Name]

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

Veteran Card Details



Name as it will appear on card:
THREE M MPIPATIENT

Address card will be mailed to:
MISS THREE MIDDLE MPIPATIENT
123 SESAME STREET
RIVERTON, VA 22630 USA

Replacement Reason:
Not a replacement card

Service Connected	N	Card Number	
Medal of Honor	N	Member ID	2107710011
Purple Heart	N	ICN	1013020501V903479
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	

Card Status Pending
Card Request Date

No Branch of Service is available

Reason for Hold:

Eligibility Pending

Invalid Date of Birth

Bad data

Back Hold

Figure 5:91: Reason for Hold: No EDIPI

A Confirmation request message will appear, select the [OK] button.

vic.sqa.iam.va.gov says

Card requests placed on-hold require manual release due to one or more of the following reasons:
ES is unavailable, eligibility pending, or bad data.

The On-Hold report under the Reports tab is available for tracking these requests.

OK Cancel

Figure 5:92: On Hold Request Confirmation Request

The screen will change showing that the Card Request Status has been updated and saved.

Veteran Health Identification Card (VHIC) Skip to Content

Home [Card Request](#) [Reports](#) [Card Management](#) [Site Management](#) Logged in as: _____

Step 1
Enter Search Terms

Step 2
Select Veteran

Step 3
Capture Veteran Image

Step 4
Select Mailing Address

Step 5
Save Card Request

Veteran Card Details

 <p>Name as it will appear on card: THREE M MPIPATIENT</p> <p>Address card will be mailed to: MISS THREE MIDDLE MPIPATIENT 123 SESAME STREET RIVERTON, VA 22630 USA</p> <p>Replacement Reason: <i>Not a replacement card</i></p>	<table border="0" style="width: 100%;"> <tr><td>Service Connected</td><td>N</td><td>Card Number</td><td>11943</td></tr> <tr><td>Medal of Honor</td><td>N</td><td>Member ID</td><td>2107710011</td></tr> <tr><td>Purple Heart</td><td>N</td><td>ICN</td><td>1013020501V903479</td></tr> <tr><td>Prisoner of War</td><td>N</td><td>Plan ID</td><td>7346-243-588</td></tr> <tr><td></td><td></td><td>VISN</td><td>7</td></tr> <tr><td></td><td></td><td>Facility</td><td>508</td></tr> <tr><td></td><td></td><td>Date of Birth</td><td></td></tr> <tr><td></td><td></td><td>Expiration Date</td><td></td></tr> </table> <div style="background-color: #ffcc00; padding: 5px; margin-top: 10px; display: flex; justify-content: space-between;"> Card Status Saved On Hold </div> <div style="background-color: #ffcc00; padding: 5px; margin-top: 5px; display: flex; justify-content: space-between;"> Card Request Date 03/04/2021 </div> <p style="margin-top: 10px;">No Branch of Service is available</p> <p>Reason for Hold:</p> <ul style="list-style-type: none"> Eligibility Pending Invalid Date of Birth 	Service Connected	N	Card Number	11943	Medal of Honor	N	Member ID	2107710011	Purple Heart	N	ICN	1013020501V903479	Prisoner of War	N	Plan ID	7346-243-588			VISN	7			Facility	508			Date of Birth				Expiration Date	
Service Connected	N	Card Number	11943																														
Medal of Honor	N	Member ID	2107710011																														
Purple Heart	N	ICN	1013020501V903479																														
Prisoner of War	N	Plan ID	7346-243-588																														
		VISN	7																														
		Facility	508																														
		Date of Birth																															
		Expiration Date																															

Figure 5:93: Saved on Hold

5.6.7. Manual Review Required

If you get to Step 5 and see the message “Manual Review Required” displayed under **Reason for Hold**, it means that the veteran has submitted their request through the VA Self Service Portal and the request could not be completed without VA review. See *VHIC User Guide Vol 6 Self Service Process* for information about this type of request. The hold could be due to an error with the picture, information change request, etc.

Reason for Hold:

Manual review required

Bad data

Figure 5:94: Manual Review Required Hold.

5.6.8. No Facility Address

If you get to Step 5 and see the message “No Facility Address” displayed under **Reason for Hold**, it means that there is no facility address on file.

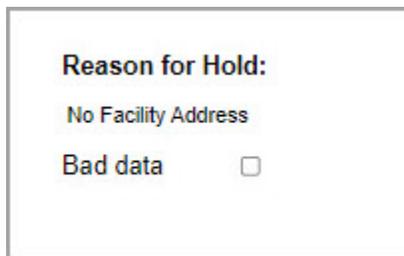


Figure 5:95 No Facility Address

5.7. Resuming an On Hold Replacement VHIC Request: Veteran Level 2 Proofed

When the Associate resumes a card request that has been placed On Hold, they will still be taken through the same steps as though it was a New Card or a Replacement. The Associate won't be shown that this is an On Hold Request until they get to Step 4.

5.7.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

 **NOTE:** If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 5:96: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Figure 5:97: Enter Search Terms screen

5.7.2. Step 2: Select Veteran

Once the search has completed, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the Veteran's name which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.



Figure 5:98: Select Veteran screen

5.7.3. Reuse Existing Image

In the event the Veteran has an existing photo in the system that is less than ten years old, this will appear in the image capture area upon entry to Step 3. If this image meets the required guidelines, it may be reused for the current card request process. Simply click [Next] to continue on to Step 4.



Figure 5:99: Capture Veteran Image screen – Reuse Existing Photo; click Next

VHIC will then ask the user to confirm that they want to reuse the existing photo and then they would click **[OK]** to continue on to the next step.

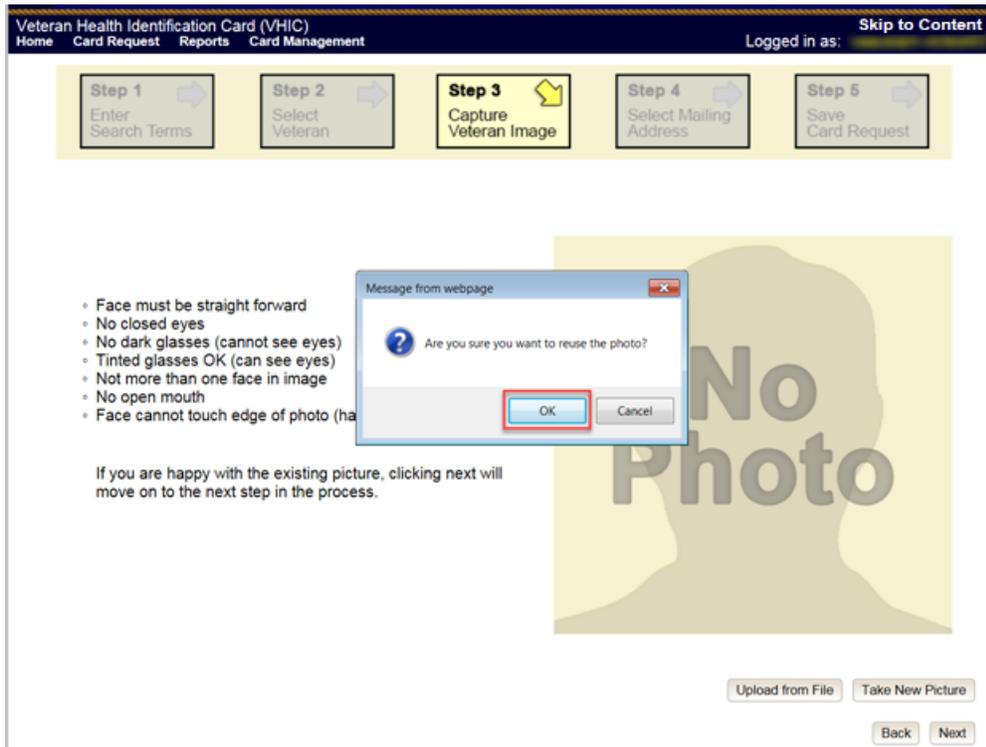


Figure 5:100: Capture Veteran Image screen – Reuse Existing Photo; click OK

5.7.4. Step 4: Select Mailing Address

This screen displays the information retrieved from the Master Veteran Index (MVI) and the Enrollment System (ES) for the selected Veteran. The purpose of this screen is to determine where the Veteran’s card should be mailed.

At the top of the Step 4 screen is the Status section. Since this card request for the Veteran was placed on hold, the status of *On Hold* will be listed along with the On Hold reason. There is also a drop-down list for selecting a *Replacement Reason*.

Figure 5:101: Select Mailing Address screen

- This step provides several mailing options for the card:
- Mail to the address received from Enrollment Services
- Mail to the address received from MVI
- Mail to the requesting facility. If requesting facility is not known a message will be displayed above for the on-hold condition and the Requesting facility button will be grayed out.
- Mail to the Preferred Facility

 **NOTE:** If Enrollment has flagged the Veteran’s address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts to not update their information with ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process.

 **NOTE:** If MVI has flagged the Veteran’s address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts not to update their information with MVI or ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

 **NOTE:** If no preferred facility information has been received from ES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the information on the screen is a correct match, select the [Next] button in the lower right hand to move forward.

5.7.5. Status Section

At the top of the Step 4 screen is the Status section. Since this card request for the Veteran was placed on hold, the status of *Replacement On Hold* will be listed along with the On Hold reason. There is also a drop-down list for selecting a *Replacement Reason*.



Status

Card Request Status Replacement On Hold

Bad Data: Name spelled wrong.

Replacement Reason

Figure 5:102: Card Request Status section

Since the Card Request Status is *Replacement On Hold*, a selection must be made from the drop-down list as to why the card is being replaced. The available options are: *Damaged, Expired, Incorrect Information, Lost, Poor Quality, or Stolen*.

5.7.5.1. Replacement Options

If the Card Request Status should be Replacement, a Replacement Reason will have to be provided before the card request process can continue. Based on the primary replacement reason selected, a secondary reason may need to be provided. The options selected here will appear on the final Step 6 screen under *Replacement Reason*.

The following are the available primary replacement reasons:

- Damaged
- Deactivated
- Expired
- Incorrect information
- Lost
- Poor Quality
- Stolen

Card Request Status	Replacement
Replacement Reason	<input type="text" value="NOT SELECTED"/> <ul style="list-style-type: none"> Damaged Expired Incorrect Information Lost Poor Quality Stolen
Veteran Identity Attribution	
First Name	
Last Name	

Figure 5:103: Replacement Reason drop-down list

If *Poor Quality* is selected as a primary replacement reason, one of the following must be selected:

- Photo
- Text
- Other

Card Request Status	Replacement
Replacement Reason	<input type="text" value="Poor Quality"/>
Poor Quality	<input type="text" value="NOT SELECTED"/> <ul style="list-style-type: none"> Other Photo Text
Veteran Identity Attribution	

Figure 5:104: Poor Quality Replacement Reasons

If *Damaged* is selected as a primary replacement reason, one of the following must be selected:

- Barcode not working
- Magnetic stripe not working
- Other physical damage

Card Request Status	Replacement
Replacement Reason	<input type="text" value="Damaged"/>
Damaged	<input type="text" value="NOT SELECTED"/> <ul style="list-style-type: none"> Barcode not working Magnetic stripe not working Other physical damage
Veteran Identity Attribution	

Figure 5:105: Damaged Replacement Reasons

If *Incorrect Information* is selected as a primary replacement reason, one of the following must be selected:

- Branch of Service
- Date of Birth
- Member ID
- ICN
- Member Benefit Plan ID
- Name
- Photo
- Prisoner of War
- Purple Heart
- Service Connected
- Other

The screenshot shows a web form with the following fields and a dropdown menu:

Card Request Status	Replacement
Replacement Reason	Incorrect Information ▼
Incorrect Information	NOT SELECTED
Veteran Identity Attribution	Branch of Service
First Name	Date of Birth
Last Name	ICN
Date of Birth	Member Benefit Plan ID
Address	Member ID
	Name
	Other
	Photo
	Prisoner of War
	Purple Heart
	Service Connected

Figure 5:106: Incorrect Information Replacement Reasons

5.7.6. Step 5: Save Card Request

This brings us to Step 5 – Save Card Request. This screen allows the VHIC Admin to verify all of the information shown on the screen as being correct.

If a Branch of Service option is available to the Veteran, the VHIC associate will see that on this screen and will need to ask the Veteran’s preference for which, if any, BoS they would like to appear on the card.

If, after review, the Veteran states that all items are listed correctly now, the VHIC user can uncheck the *Bad data* checkbox.

When the *Bad data* checkbox is unchecked, the **[Hold]** button will change to the **[Submit]** button.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home [Card Request](#) [Reports](#) [Card Management](#) Logged in as: [User Name]

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Select Mailing Address **Step 5** Save Card Request

Veteran Card Details

Name as it will appear on card:
FOUR VAPATIENT

Preferred name:
THIRTY

Address card will be mailed to:
VGTESTTHIRTYNIN TESTFOURTYNINE
10043 S AVENUE M
CHICAGO, IL 60617-5911 USA

Replacement Reason:
Not a replacement card

Service Connected	Y	Card Number	
Medal of Honor	N	Member ID	2113667187
Purple Heart	N	ICN	1013679341V010442
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	11/16/1960

Card Status Saved On Hold

Card Request Date 05/31/2022

Branch Of Service

Air Force

Veteran Declines Branch of Service Logo

Reason for Hold:

Bad data

Details:

Figure 5:107: Save Card Request review screen; Uncheck Bad Data checkbox

The VHIC user can now click [Submit] to complete the card request.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request

Veteran Card Details



Name as it will appear on card:
TWO
VAPATIENT

Address card will be mailed to:
TWO
VAPATIENT
1601 4TH PLAIN BLVD BUILDING 17
4TH FLOOR, SUITE 402
GLASGOW, LANARKSHIRE H2 3RN
GBR

Service Connected Y **Card Number** 6867
Medal of Honor Y **Member ID** 1606267793
Purple Heart Y **ICN** 1012663658V370100
Prisoner of War Y **Plan ID** 7346-243-588
VISN 7
Facility 508
Date of Birth 7/7/1957

Card Status Saved On Hold
Card Request Date 07/12/2017

Branch Of Service
 Coast Guard
 Veteran Declines Branch of Service Logo

Replacement Reason:
Lost

Reason for Hold:
Bad data

Back Submit

Figure 5:108: Save Card Request review screen; click Submit

This screen shows that the Card Request was submitted successfully.

If a Branch of Service was selected on the previous screen. The designated choice will appear here, as well as the Expiration Date and the Replacement Reason.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

Veteran Card Details

	Service Connected Y	Card Number	6867
	Medal of Honor Y	Member ID	1606267793
	Purple Heart Y	ICN	1012663658V370100
	Prisoner of War Y	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	7/7/1957
		Expiration Date	7/12/2027

Name as it will appear on card:
TWO
VAPATIENT

Address card will be mailed to:
TWO
VAPATIENT
1601 4TH PLAIN BLVD BUILDING 17
4TH FLOOR, SUITE 402
GLASGOW, LANARKSHIRE H2 3RN
GBR

Replacement Reason:
Lost

Card Status Submitted
Card Request Date 07/12/2017

Veteran Declines Branch of Service Logo

Reason for Hold:
Not Applicable

Figure 5:109: Replacement Card Request Submitted

5.8. Requesting a VHIC for a Veteran within ten (10) days of a previous VHIC request

VHIC Users will not be able to request a new VHIC for a Veteran if there has been a previous request made within the past ten (10) days. They will be shown a message on Step 2 of the VHIC card request process stating:

“This Veteran has a recent VHIC request in process. Please remind the Veteran the VHIC should be received with 10 days after the request was submitted.”

This Veteran has a recent VHIC request in process. Please remind the Veteran the VHIC should be received within 10 days after the request was submitted.

Picture	Full Name	SSN	DOB	DOD	Gender
	ELEVEN M MVIPATIENT	XXX-XX-0069	10/10/1952		MALE

Back

Figure 5:110: Replacement Card has been requested within the past 10 days

If for some reason a new VHIC request must be made to include any changes within 10 days of the previous card request, **ONLY** the VHIC Administrator will be able to submit a new card request. In this instance, the VHIC user will need to submit a request to the **VHA HEC VHIC Program Team** mail group via an encrypted message to deactivate the submitted card request. Once the VHIC user is notified that their card request has been deactivated, they can submit a new card request with the corrected information

Information to include in the request are listed below:

- Veteran’s First and Last Name
- Member ID and/or Card Number
- Site Point of Contact
- Reason for needing a new card requested within 10 days of the previous request.

i **NOTE:** If the Member ID and/or Card Number are not available, provide the Date of Birth and SSN instead.

5.9. Requesting a VHIC for a Veteran with an existing Date of Death

VHIC Users will not be able to request a new VHIC for a Veteran if a Date of Death has been reported for them. They will be shown a message on Step 2 of the VHIC card request process stating:

Card requests for deceased veteran(s) are not allowed. All Cards for deceased veteran(s) have been deactivated in VHIC and unlinked in MVI.

The screenshot shows a five-step process bar at the top. Step 2, 'Select Veteran', is highlighted with a yellow background and a yellow arrow pointing to it. Below the process bar is a red-bordered box containing the following text:

Card requests for deceased veteran(s) are not allowed.
All Cards for deceased veteran(s) have been deactivated in VHIC and unlinked in MVI.

Below the notification is a table with the following data:

Picture	Full Name	SSN	DOB	DOD	Gender
No Photo	ELEVEN M MVIPATIENT	XXX-XX-1123	12/22/1990	02/02/2017	FEMALE

At the bottom right of the table area, there is a question mark icon and a 'Back' button.

Figure 5:111: Deceased Veteran Notification

The Veteran should be referred to Enrollment. This could be to either the facility enrollment department (possibly parent facility), or the HEC Enrollment & Eligibility Division (404-828-5257) for assistance.

6. Card Deactivations

Card deactivations can **ONLY** be completed by the VHIC Administrator. The VHIC user will need to submit a request to the **VHA HEC VHIC Program Team** mail group via an encrypted message.

Information to include in the request are listed below:

- Veteran's First and Last Name
- Member ID and/or Card Number
- Site Point of Contact
- One of the following deactivation reasons:
 - Cancelled/Declined (enrollment)
 - Damaged
 - Deceased

- Identity Theft
- Lost
- Stolen
- Other – With detailed explanation

 **NOTE:** If the Member ID and/or Card Number are not available, provide the Date of Birth and SSN instead.

 **NOTE:** Once the VHIC user is notified that their card request has been deactivated, they can submit a new card request with the corrected information.

VHIC Administrators can find detailed information on how to deactivate all of the VHICs for a given Veteran in the *Veteran Health Identification Card User Guide - Volume 3 – Admins* document.

7. Reports

A comprehensive walkthrough of all of the different reports that are available to VHIC users and the types of metrics that can be obtained, as well as an explanation of the user role permissions for accessing the reports are included in the *Veteran Health Identification Card User Guide - Volume 2 - Reports* document.

8. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.